



Evoflame Instruction Guide

**INSTRUCTIONS MUST BE KEPT AFTER INSTALLATION
FOR FUTURE MAINTENANCE**

Models— E32H/E40/E60/E72



Important Safety Information

Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety

Instructions contained in this manual to prevent personal injury or property damage.

Please Note: Once your European Home product has been installed and switched to the ON position, the fire will instantly flash. This is normal operating procedure, simply indicating that there is power running to the fire and NOT a fault.



Product
Information

SERIAL NUMBER LABEL

ENGLISH

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This guide is designed to aid in the installation and continued performance of this product. This product conforms with all health, safety, and environmental protection standards. For optimum performance this product requires a well-insulated location and indoor use.

ELECTRICAL SAFETY

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this electric fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. **DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
3. Extreme caution is necessary when any heater is used by or near children or people of reduced mobility and whenever the unit is left operating and unattended.
4. Young children should be supervised to ensure that they do not play with the appliance.
5. The appliance is not intended for use by young children or infirm persons without supervision.
6. In the event of a malfunction, disconnect power at the service panel and have the unit inspected by a reputable electrician before reusing.
7. If the power cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
8. Do not use outdoors.
9. Never locate fireplace where it may fall into a bathtub or other water container.
10. To disconnect the fireplace, turn the controls off, and turn off power to heater circuit at main electrical panel.
11. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
12. Do not locate the heater immediately below a fixed socket-outlet.

13. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
14. To prevent a possible fire, do not block air intakes or exhaust in any manner.
15. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
16. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
17. Do not change the plug in any way. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
18. Do not burn wood or other materials in the electric fireplace.
19. Do not strike the fireplace glass.
20. Always use a certified electrician should new circuits or outlets be required.
21. Always use properly grounded, fused and polarized outlets.
22. Disconnect power supply before performing any cleaning, maintenance or relocation of the unit.
23. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store to avoid damage.

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void warranty.

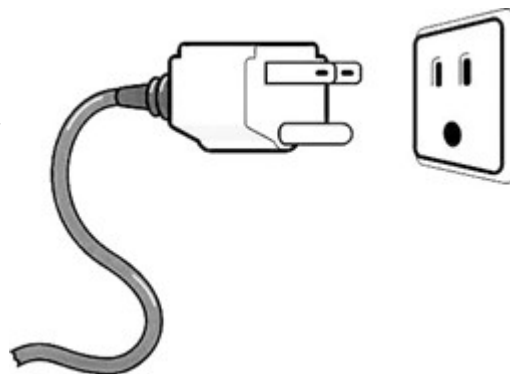
INSTALLATION

INSTALLATION REQUIREMENTS

Review and consider all the following conditions before installation:

Ensure installation does not allow the electric fireplace to be in direct contact with building vapour barrier or insulation and meets all local building code. A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons. Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.



WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapours or liquids in the vicinity of the heater.

1. Select a location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. For ease of electrical hook up you may wish to locate the fireplace near an existing outlet (for plug-in convenience).
3. Remove electric fireplace, front glass and hardware from the box and remove all packaging materials before installation.
4. Store the fireplace in a safe, dry and dust free location until you are ready to install the fireplace.

Grounding Instructions:

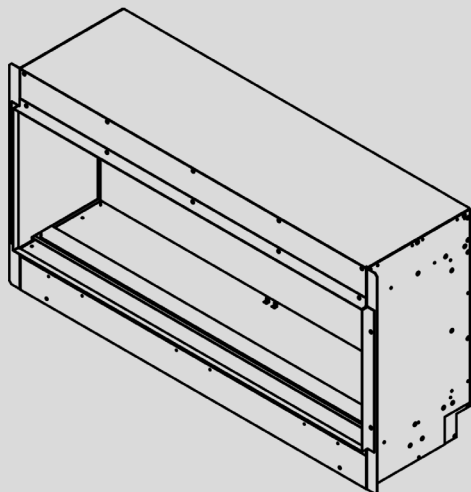
This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. **DANGER:** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician. This product is for use on a nominal 120-volt circuit and has a grounding plug that looks like the plug in Figure 1. Make sure that the product is connected to an outlet having the same configuration as the plug.

WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician. **PLEASE NOTE:** This appliance cannot be wired into a wall and must use the provided cord and a wall outlet.

CONVERTING TO GF / GF2 / GF3

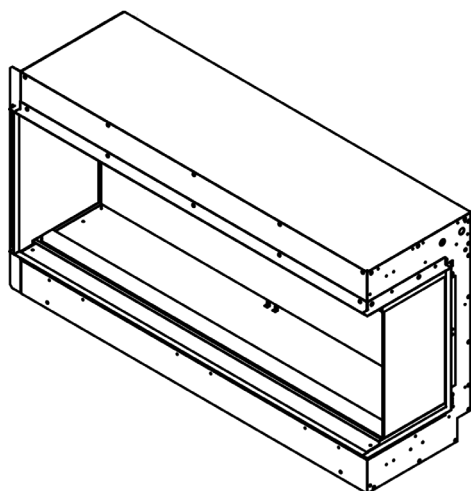
The appliance is shipped in the GF3 configuration, however most models can be converted to be GF or GF2 depending on your preference.



GF Configuration

Glass Fronted

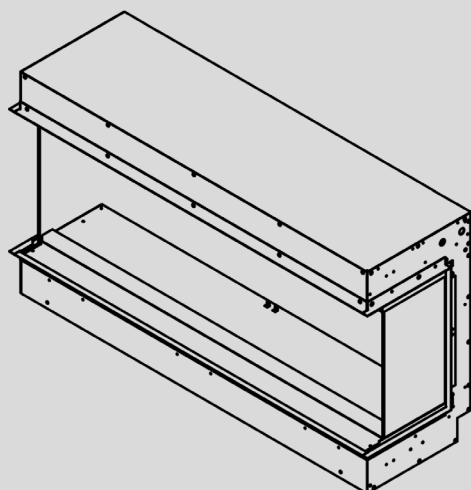
A single glass panel at the front of the appliance.



GF2 Configuration

Glass Fronted 2

A glass panel at the front and one side piece of glass. The glass can be either side.



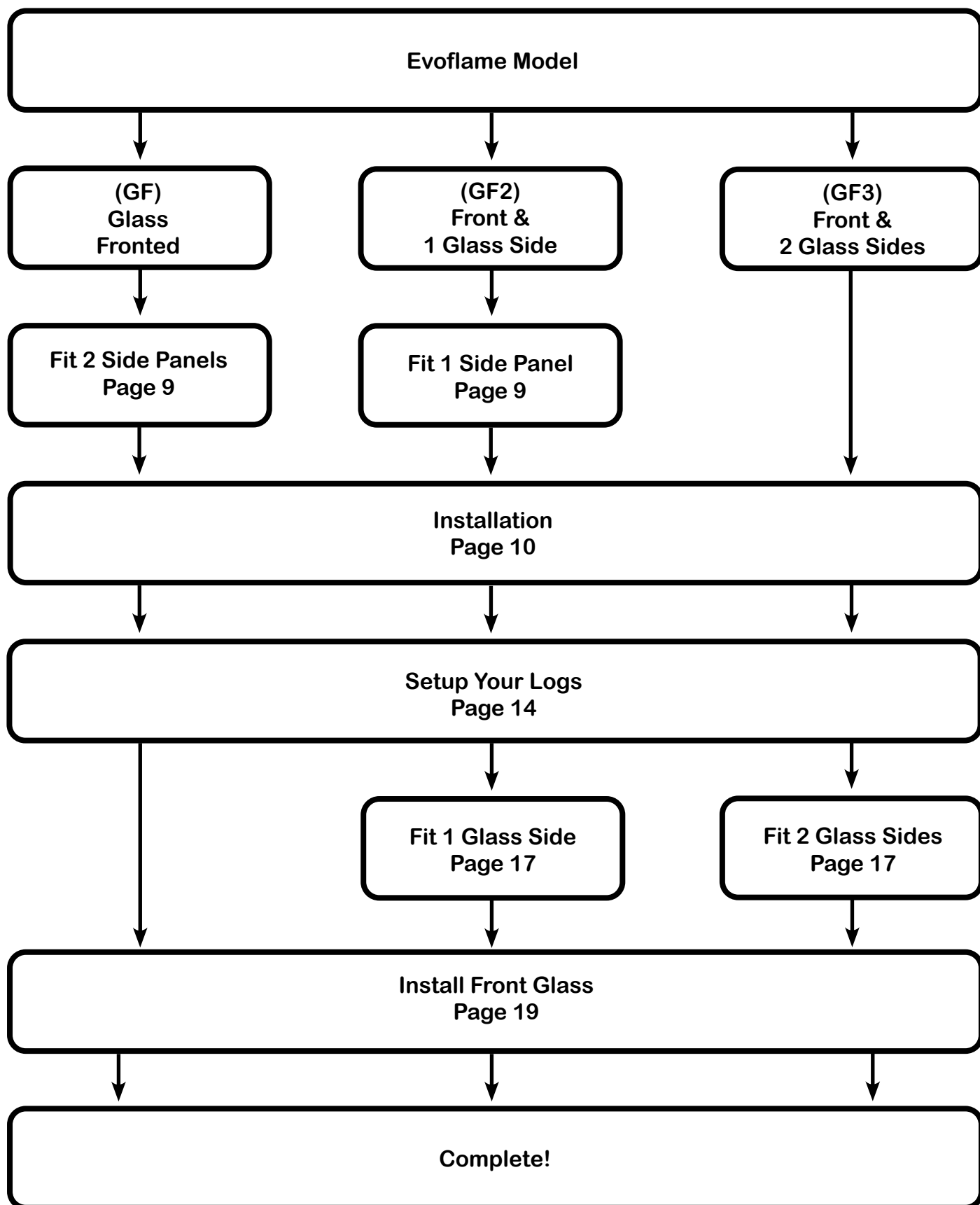
GF3 Configuration

Glass Fronted 3

The standard configuration.

A glass panel at the front and both side pieces of glass.

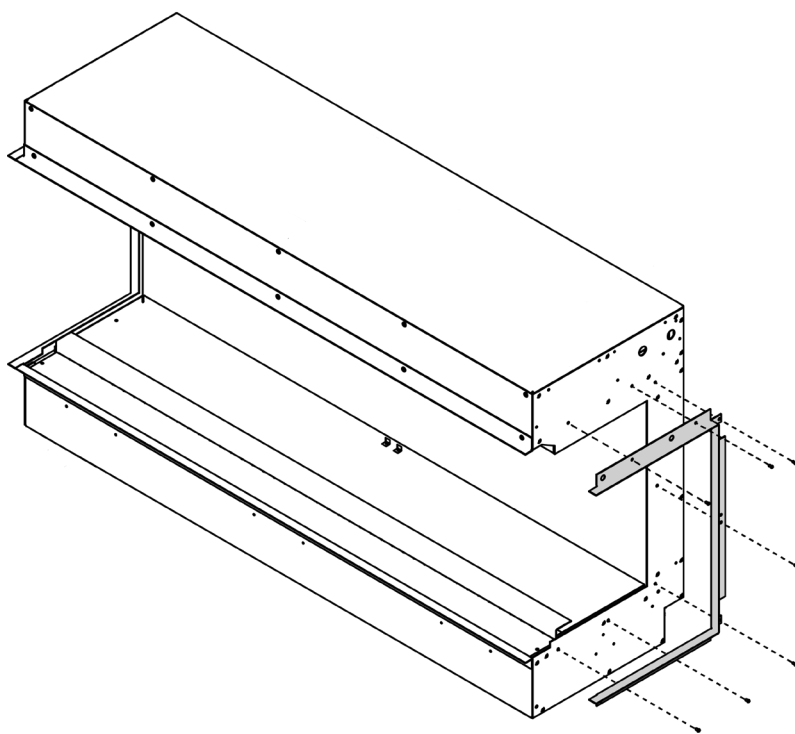
INSTALLATION PROCESS



INSTALLING THE SIDE PANELS / CONVERTING TO GF / GF2

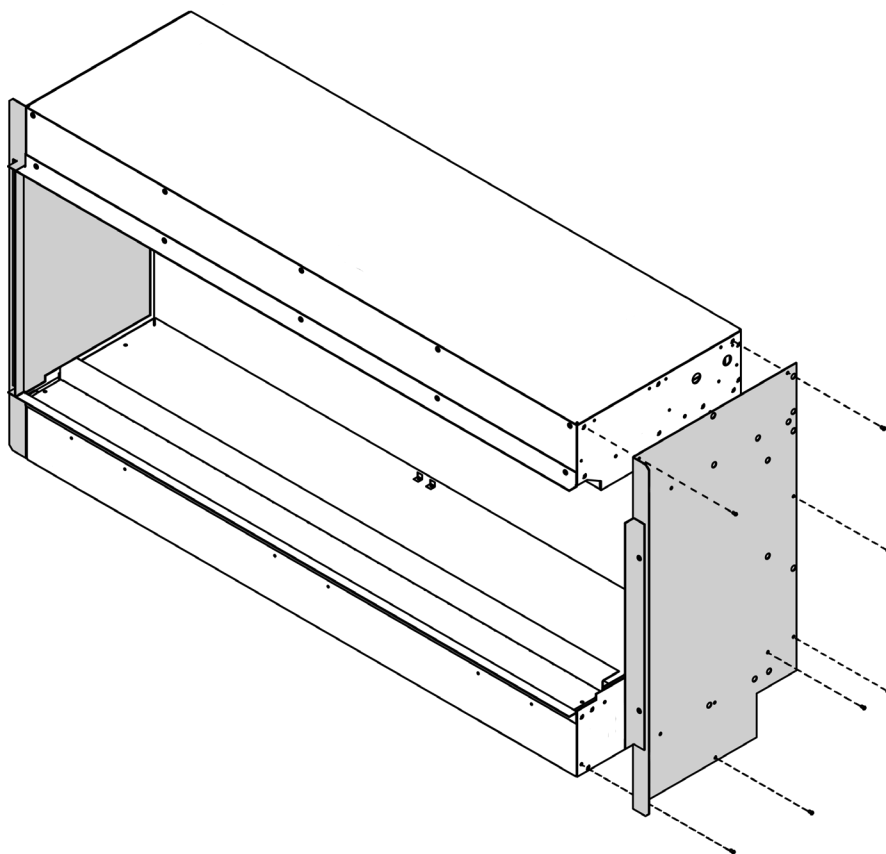
1

Unscrew and remove the plaster kits from the side/s of the appliance.



2

Screw in the side panel/s, on one or both sides.



INSTALLATION GUIDE

Please note: Measurements do not include drywall flange.

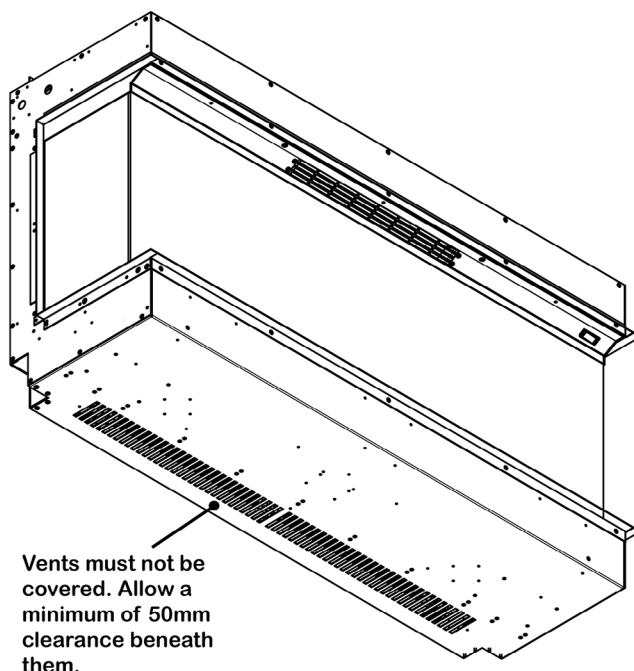
Please refer to spec drawings for full measurements.

Total Case size

Model	Width	Depth	Height
E32H	33 1/8" 842mm	12 3/16" 310mm	33 1/16" 840mm
E40	41 1/16" 1043mm	12 3/16" 310mm	23 7/8" 606mm
E60	61 1/8" 1553mm	12 3/16" 310mm	23 7/8" 607mm
E72	71" 1802mm	12 3/16" 310mm	26" 660mm

The above table contains the minimum opening sizes required to house the appliance. This includes the recommended **2" (50mm)** air gap below.

1 9/16" (40mm) has been added to the width and **3/8" (10mm)** to the depth to allow ample space for the fire to fit. Please follow the Depth & Height measurement above and ensure the Width is no greater than the width of the chimney breast the product is being installed into.

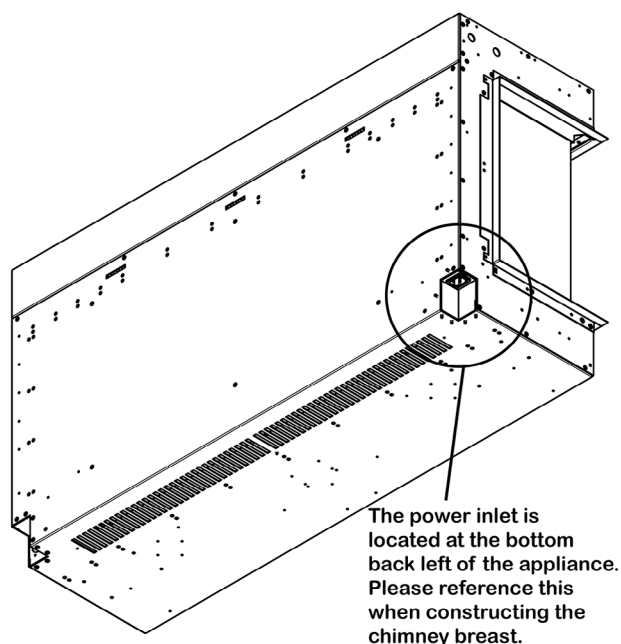


Adhering to the **2" clearance** is crucial to the operation of the fire. This clearance space allows warm air from the case of the fire to escape and stop the unit's heater safety feature from being enabled.

Viewable area once installed

Model	Width	Depth	Height
E32H	31 1/2" 800mm	9 1/2" 242mm	23 1/4" 590mm
E40	39 1/2" 1003mm	9 1/2" 242mm	14" 355mm
E60	59 1/4" 1503mm	9 1/2" 242mm	14 1/16" 357mm
E72	69" 1752mm	9 1/2" 242mm	16 1/8" 410mm

The above table shows the finished sizes once the fire has been installed.



INSTALLATION METHOD

PLEASE NOTE: It is crucial to ensure that the product has a minimum internal clearance directly below the vents of 2”(50mm), this is to ensure that the product can circulate the required airflow for the heater unit.

Any faults as a result of ignoring the installation guidelines will invalidate the warranty.

This product has been designed to be installed into a plaster board, or existing masonry chimney breast. Please note that any corner style models are not suitable to be installed into an existing chimney breast. Please seek advice from a professional, with reference to the structural integrity of the installation site.

If the product is to be installed into an open chimney or flue, it is important that the chimney/flue is blocked off to prevent any up/down drafts and falling debris which could restrict and alter the airflow to the product.

It is also important to ensure that the product has a minimum clearance directly below the vents of 2” (50mm), this is to ensure that the product can circulate the required airflow for the heater unit.

The product should never be sealed into an opening with the use of silicones, adhesives, or wet plaster as this can also alter the airflow and hinder any further servicing of the product.

Installing Product:

Each product is supplied complete with one wall bracket, and two wall brace brackets. There are 4x transit brackets, and 2x brace bars which need to be removed before installation.

Establish the desired finished height from floor level to the bottom of the plaster kit of the product.

Fix the wall bracket to the wall ensuring to use the correct hardware fixings given the wall construction, Plaster board or Solid Wall.

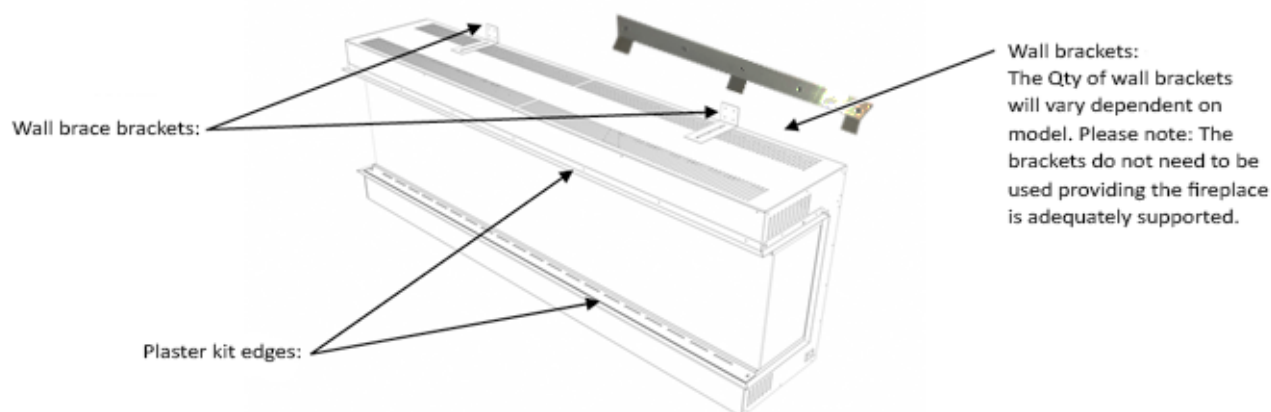
Lift and hook the product onto the wall bracket and secure using the wall brace brackets.

Once the product is secured to the wall and connected to the power supply, the false construction such as plaster board wall or chimney breast can be formed around it.

It is important to allow for the finished face board when setting the depth of the frame construction.

It is essential to include header/Lintel at the required height to ensure the appliance does not support the weight of the finished wall.

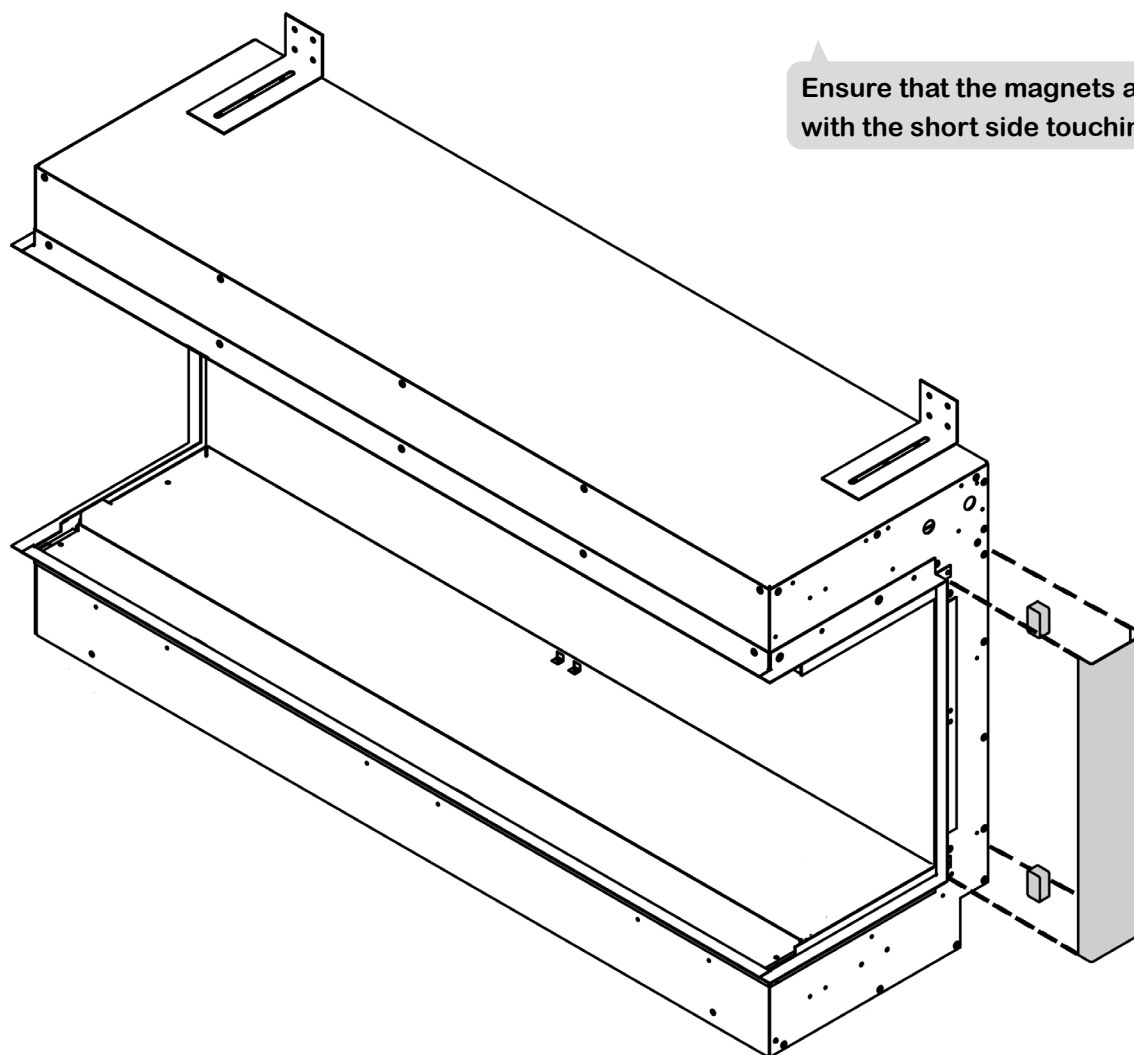
Prepare the Cut-Out in the Plasterboard or Finishing Board and install ensuring that the plaster kit edges are fitting to the inside of the Cut-out of the board.



PLEASE NOTE: Once the product has been fitted into place, please ensure the fire is plugged in and tested to check the fan and ribbons are aligned correctly, and the ribbons are moving freely. It may take up to 20 mins of usage to see proper alignment.

INSTALLING THE SIDE CHROME PANELS

Alternatively, the chrome side panels can be attached to the case with the magnets as shown below.



Ensure that the magnets are positioned with the short side touching the case.

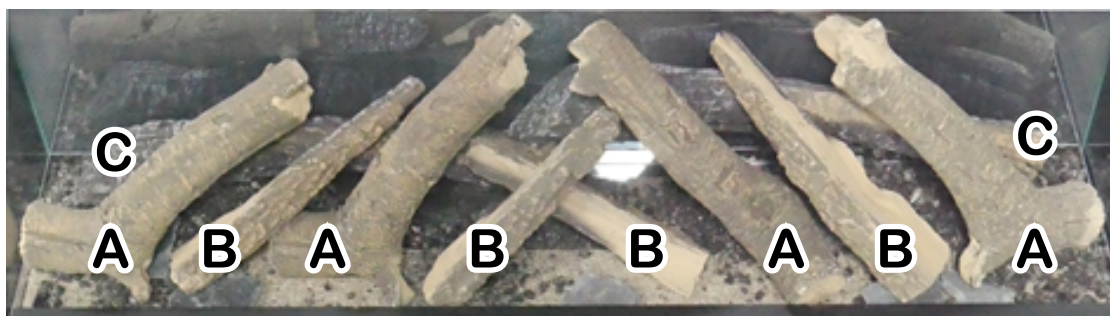
LOG LAYOUTS

LOG SET GUIDANCE

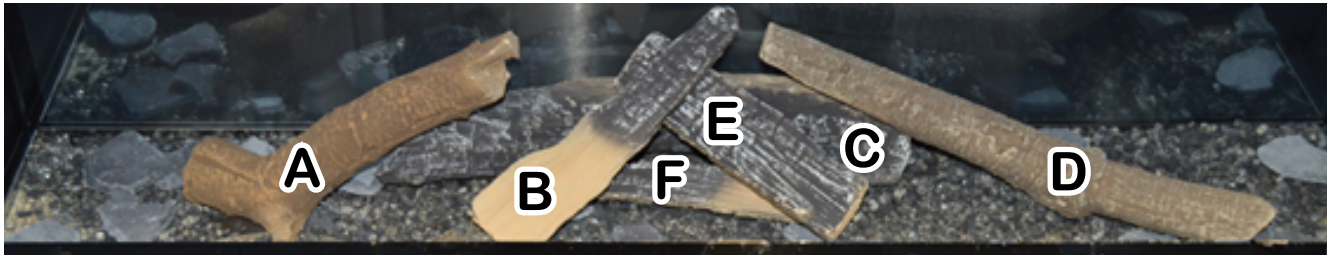
Please note: Log sets can be arranged to suit personal preference

<u>MODEL</u>	<u>LOG SET & QUANTITY</u>
E32H	E700 Log Set x 2 (10 Logs)
E40	E1000 Log Set x 1 (6 Logs)
E60	E1000 Log Set x 2 (12 Logs)
E72	E1000 Log Set x 3 (18 Logs)

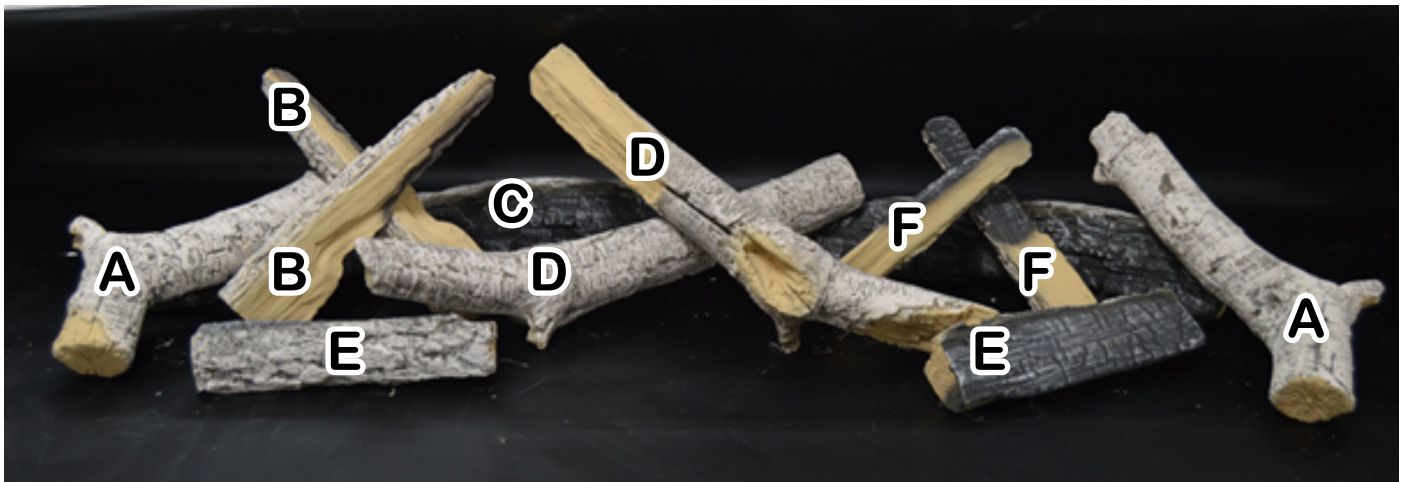
WOODLAND LOG SET



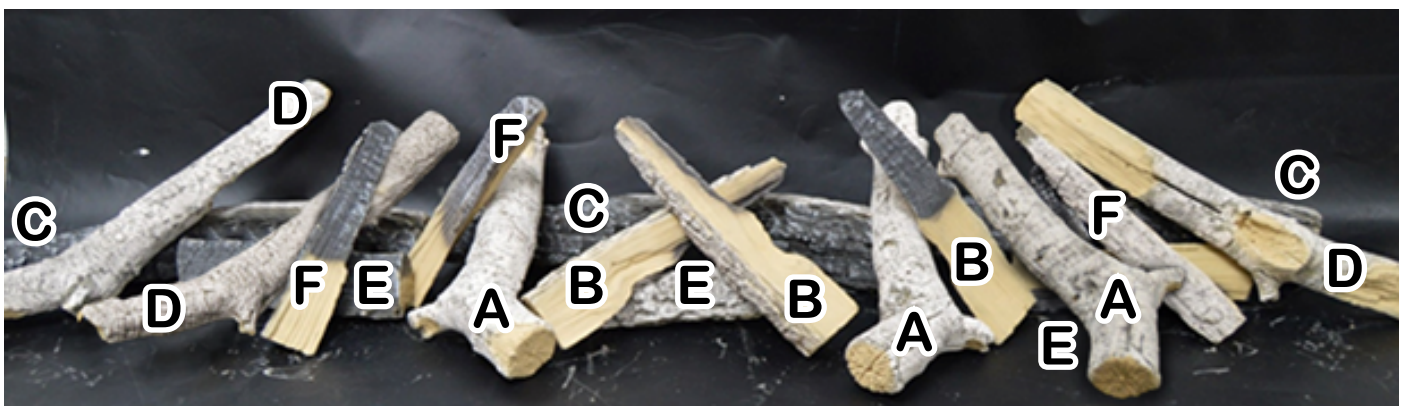
E700 LOG SET x 2 – Applicable with E32H



E1000 X 1 Log Layout-Applicable with E40



E1000 x 2 Log Layout-Applicable with E60



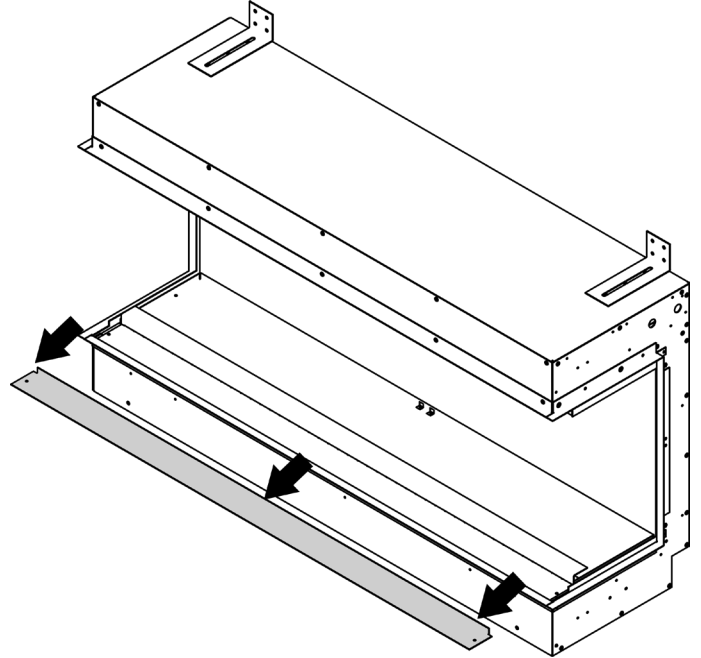
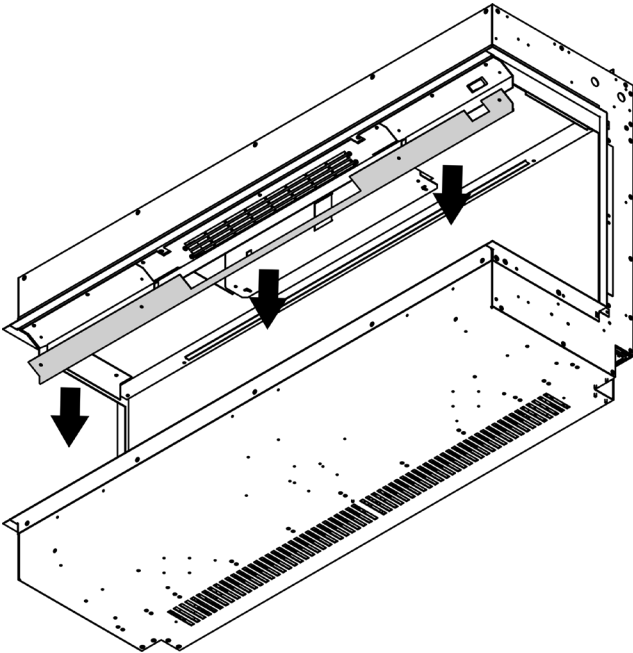
E1000 x 3 Log Layout-Applicable with E72

INSTALLING THE SIDE GLASS PANELS

INSTALLING THE SIDE GLASS PANELS

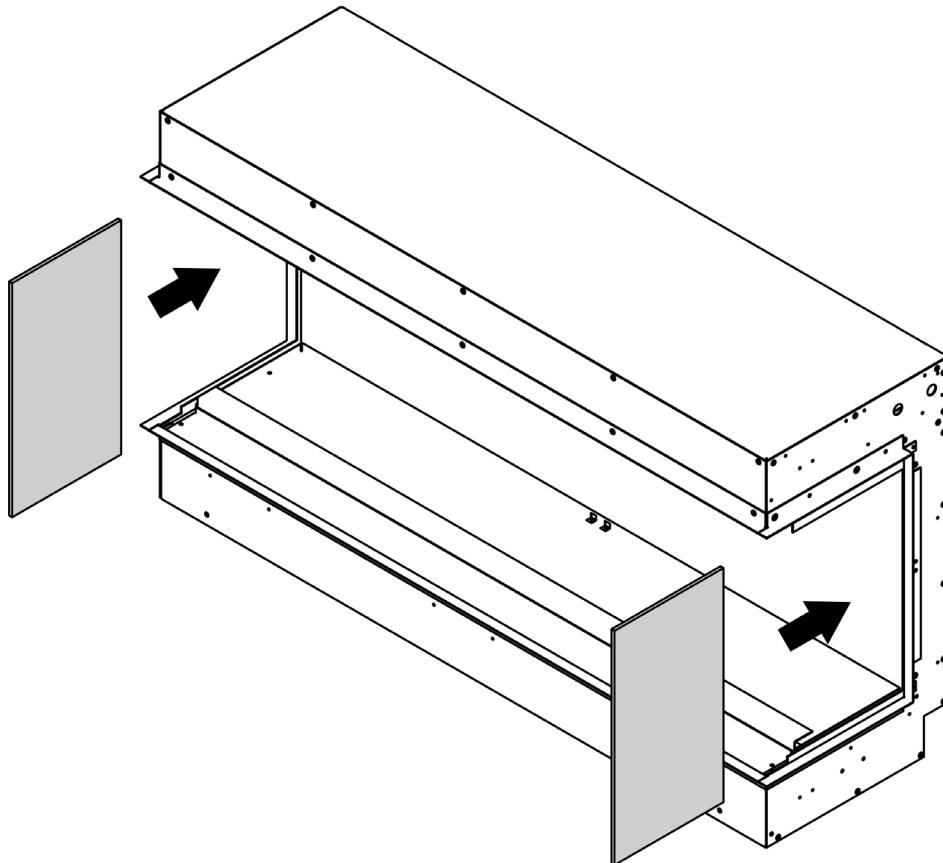
1

Unscrew and remove the top and bottom glass retainer panels.



2

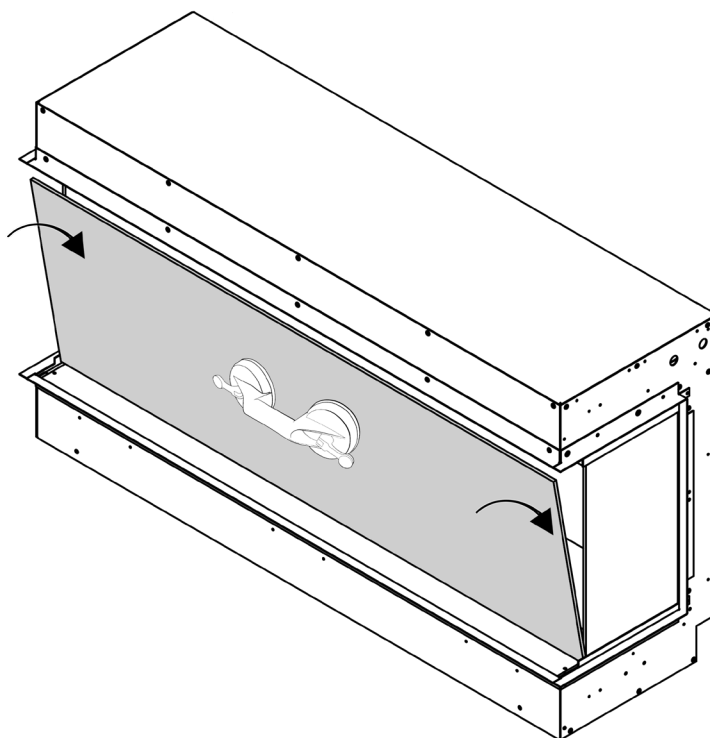
Slide in the side glass pieces.



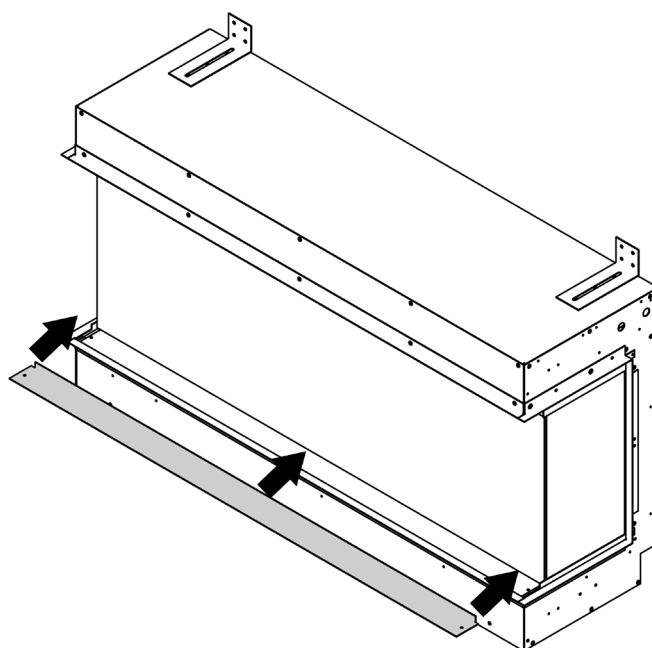
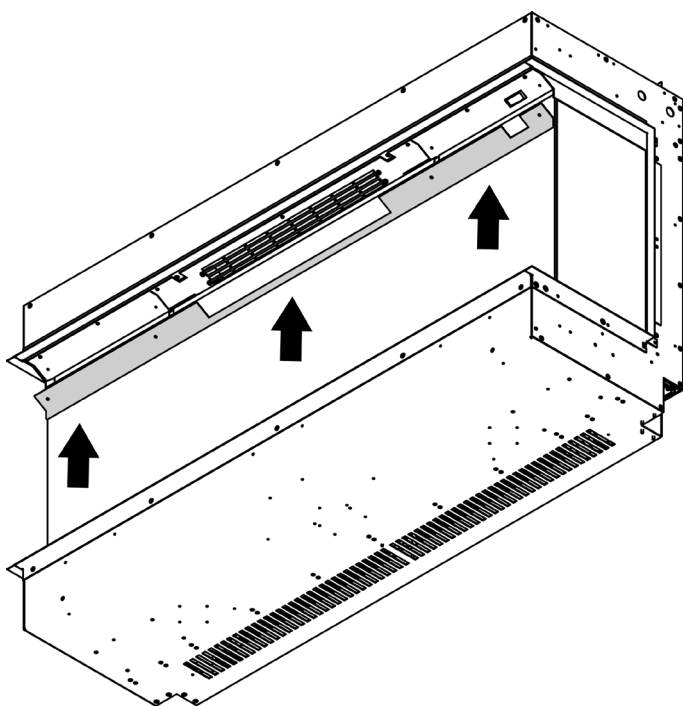
INSTALLING THE FRONT GLASS PANEL

INSTALLING THE FRONT GLASS PANEL

Apply the Suction Lifter to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance.



Then replace the top and bottom glass retainers.



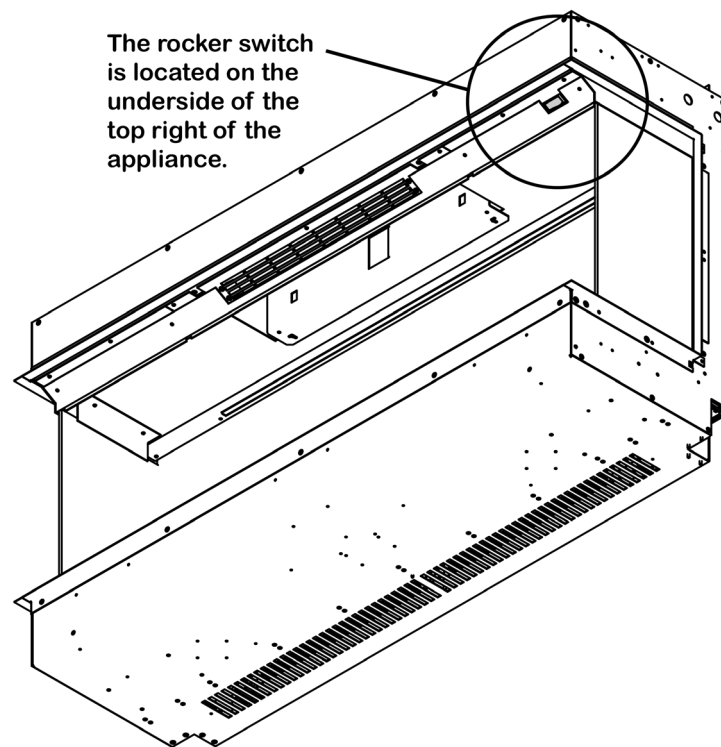
PRODUCT OPERATION

E-Smart App

PRODUCT OPERATION

The appliance is operated by the E-Smart App, the main standby power switch to the e-series product is located to the right of the heater outlet, which is marked with a light bulb image, to activate the product, this switch must be switch to the “**ON**” position.

The first time the e-series product is activated both the illumination and heater will function, to switch the heater “**OFF**” simply reduce the room temperature down to 10 degrees on the App control.



Heater unit cut-out - (This is a safety feature, to safeguard against further damage to the product).

If the airflow is restricted the heater will automatically turn off. This can occur due to incorrect installation or obstruction.

To reset the heater function:

- Isolate from the mains power supply.
- Leave product to cool.
- After a suitable cooling down period, remove the obstruction if obstructed, and check installation.
- After 10 minutes the thermo switch (cut-out) in the heater will reset.

Please note that both the effect fan and heater fan omit a low decibel noise, both of which are normal operating characteristics.

E-SMART CLOUD APP INSTRUCTIONS

The E-Smart Cloud app is a WiFi app that can be used with both smart phones and tablet devices, and is available on both the Apple App Store and Google Play Store.

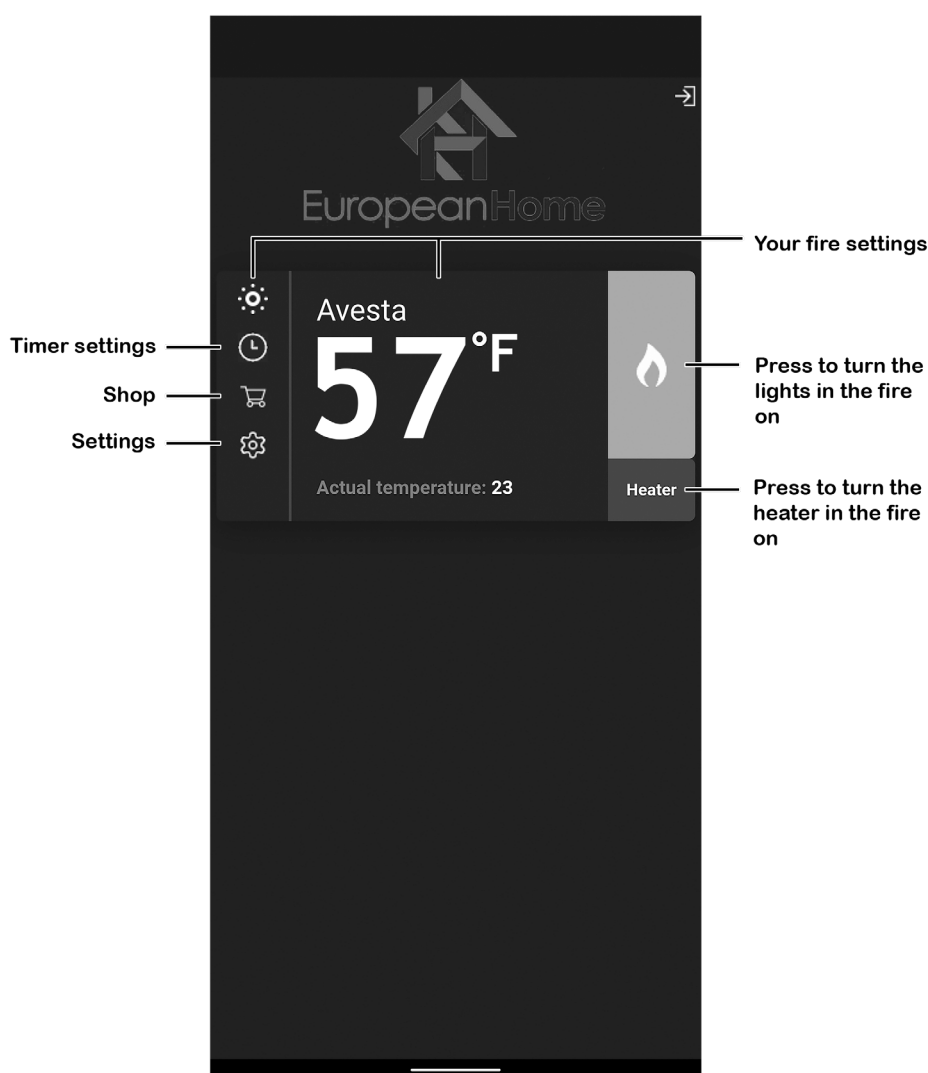
Before getting started with the app, connect the fire to the mains power, and push the rocker switch to the ON position.



To begin using the app you first need to pair your appliance to the app, we have created a video on our Vimeo channel to guide you through the process of pairing your appliance to your smart phone or tablet. Scan the QR code to be taken to the video and get started.

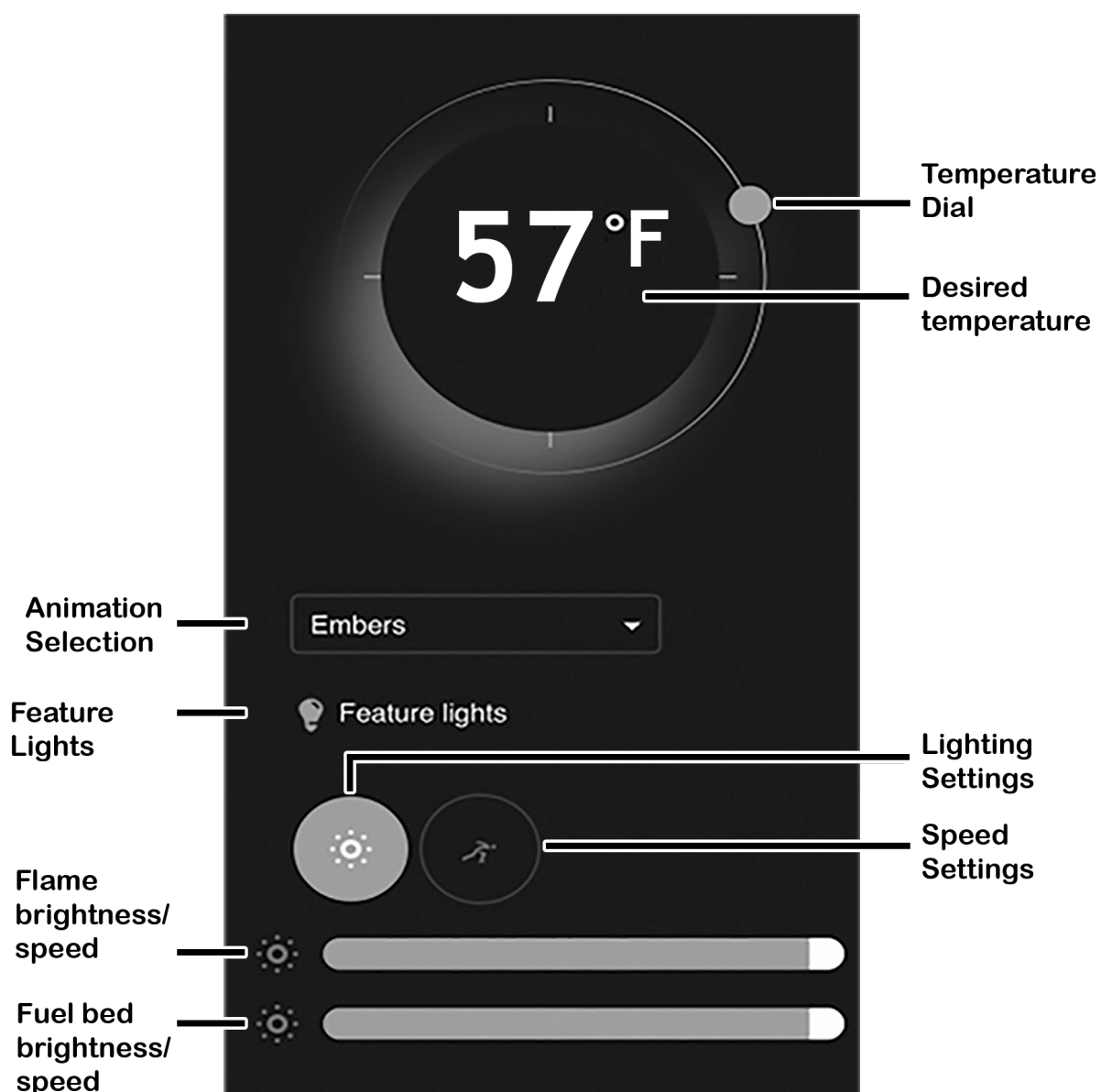
Alternatively, search the Apple or Google store for the E-Smart Cloud app and download it to your device. Open the settings on your device and connect to the fire's wireless connection. Then open the E-Smart Cloud app, open the settings panel on the app's Home Page. Scroll down to the IOT Registration and fill in your details, press save. Then select your home router from the drop down box, and enter your router password, press save and connect. The app will now pair to your device, this may take a few moments. Once completed the Home Page will show on your device.

HOME PAGE



Click on your fire settings to enter the Control Overview page.

CONTROL OVERVIEW

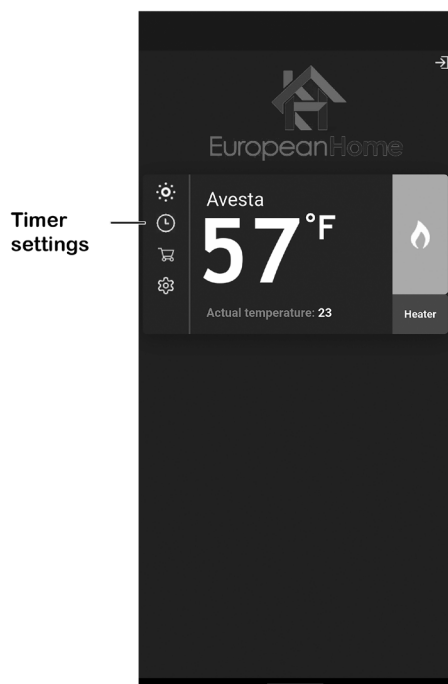


To adjust the desired temperature of your fire ensure that the heater is selected on the Home Page in the previous step. Then press, hold, and rotate the temperature dial to set the temperature.

You can adjust the flame brightness by pressing, holding, and sliding the tab at the bottom of the screen. Slide left to lower the brightness, and right to increase the brightness.

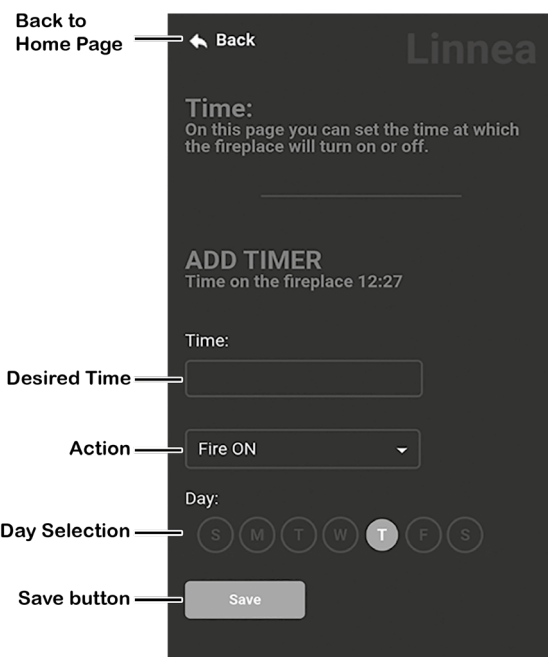
PROGRAMMING THE TIMER

1



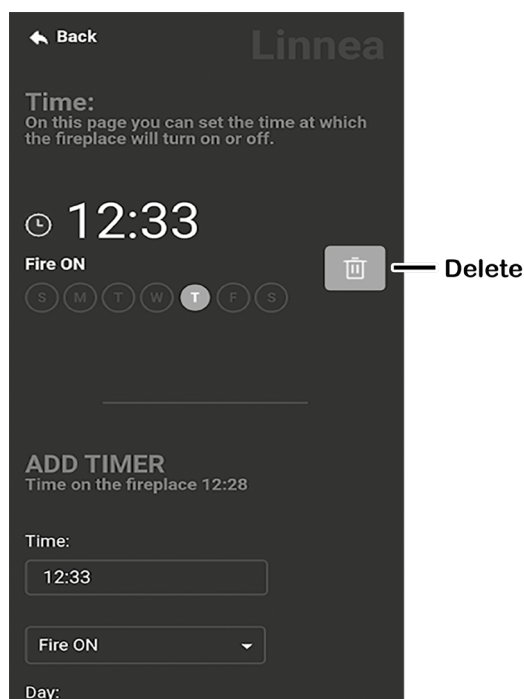
Single press the clock icon on the Home Page to begin programming the Timer.

2



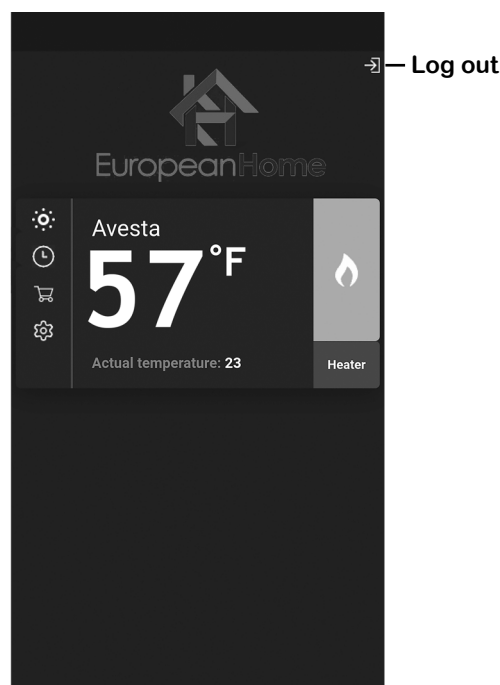
Input your desired time in the Time box, select the action (Fire On/Off/, Heater On/Off) you want. Deselect the day/s you don't want it to apply to, and press the Save button.

3



The above screen will now show your set timer. To delete the timer press the bin icon. To add an additional timer scroll down and repeat the process. Press the Back button to return to the Home Page.

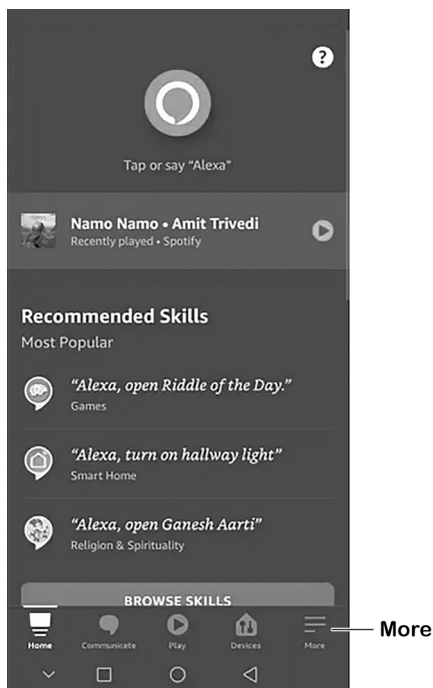
LOGGING OUT



To log out of your account, single press the exit icon in the top right hand corner of the Home Page.

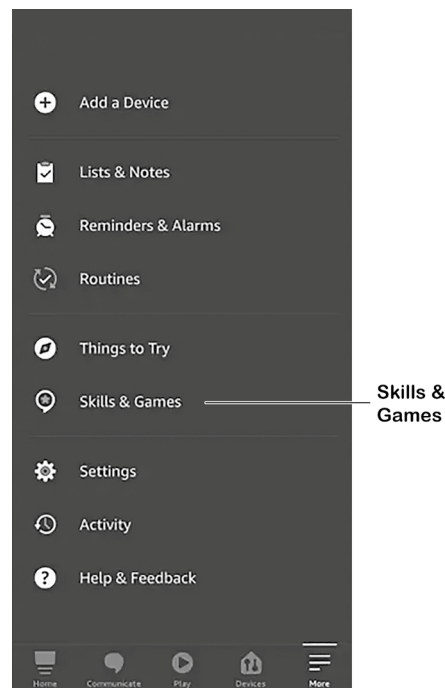
PAIRING WITH AMAZON ALEXA

1



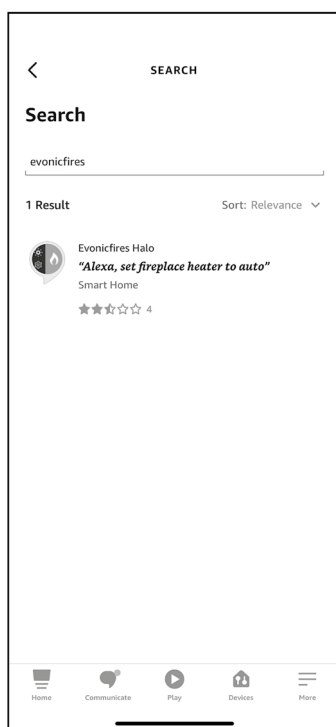
Once your fire is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2



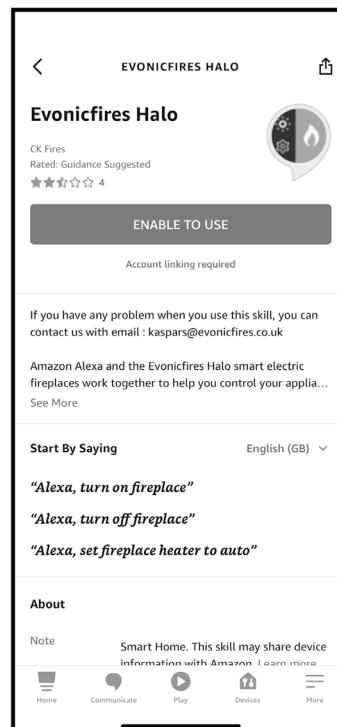
Single press Skills & Games on the pop up list.

3



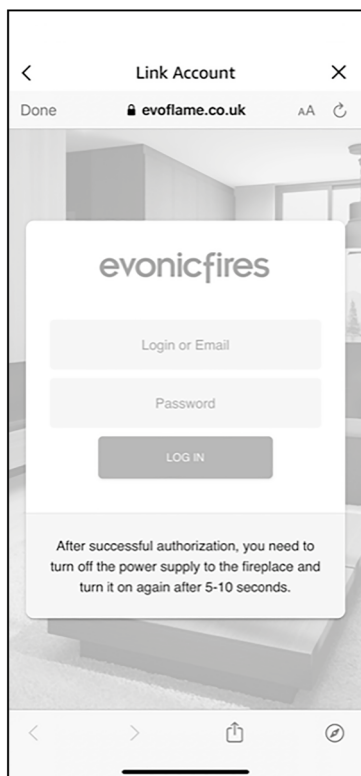
Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

4



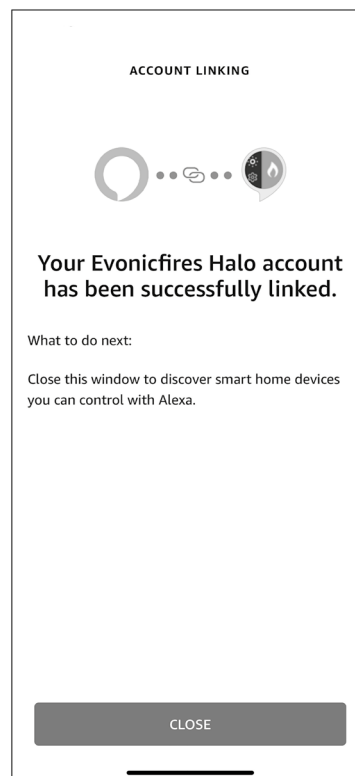
Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

5



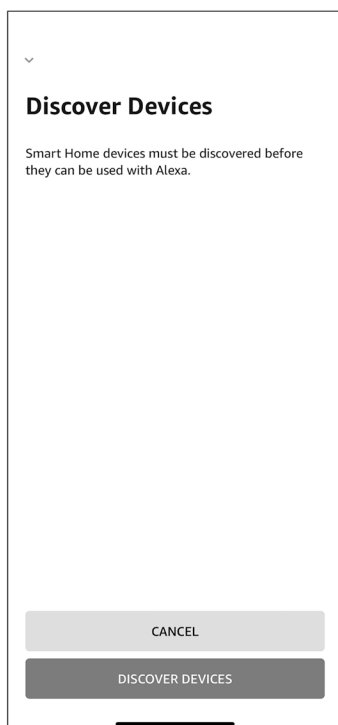
Enter the log in details that you previously entered in the app set up process, and single press Log In.

6



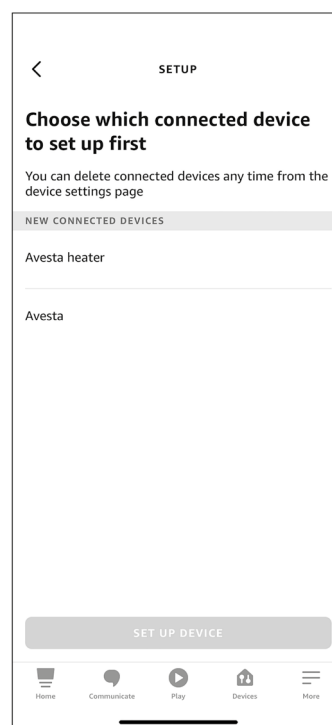
After a few moments your account will be linked, once this is done you can single press Close.

7



Single press Discover Devices to search for your fire.

8



Your fire will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.

ALEXA COMMANDS

When using Alexa to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

Turning the appliance On and Off.

"Alexa, turn fire on."

"Alexa, turn fire off."

Turning the heater On and Off.

"Alexa, set fire heater to auto."

"Alexa, set fire heater to off."

Changing the temperature.

Alexa can only change the temperature between 10° and 32°.

"Alexa, set temperature to 27 degrees."

"Alexa, make it warmer in there."

Increases the temperature by 3°

"Alexa, make it cooler in there."

Decreases the temperature by 3°

Changing the flame effect.

"Alexa, set animation to still."

"Alexa, set animation to breathe."

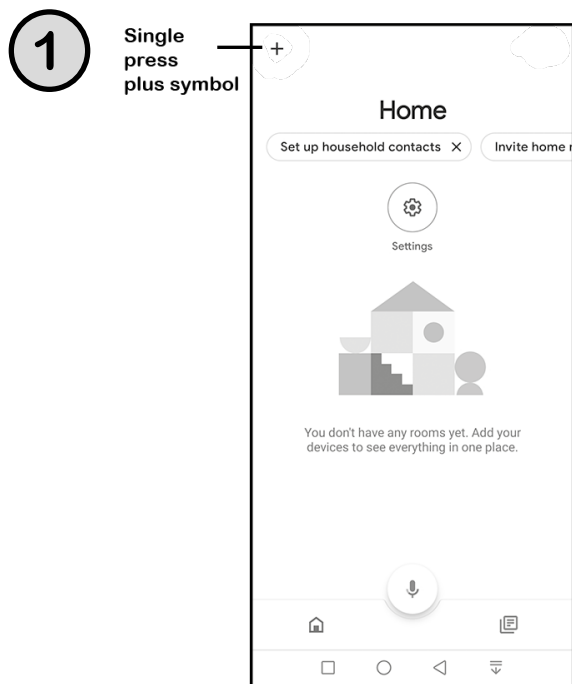
"Alexa, set animation to spectrum."

"Alexa, set animation to embers."

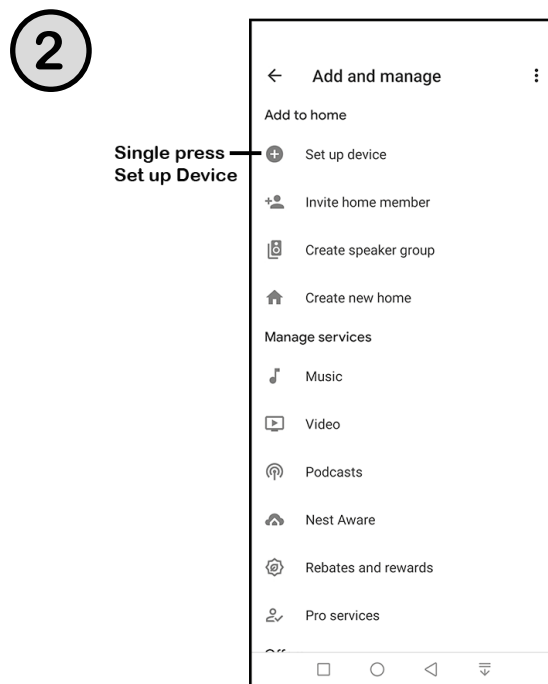
"Alexa, set animation to odyssey."

"Alexa, set animation to aurora."

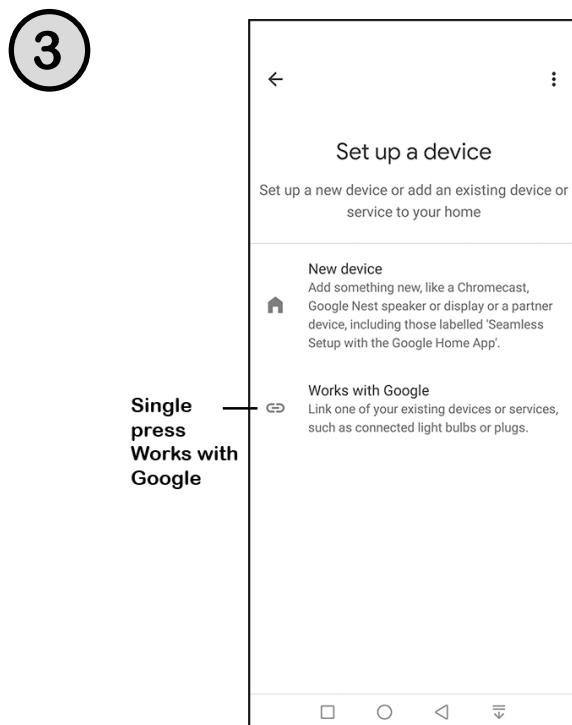
PAIRING WITH GOOGLE HOME



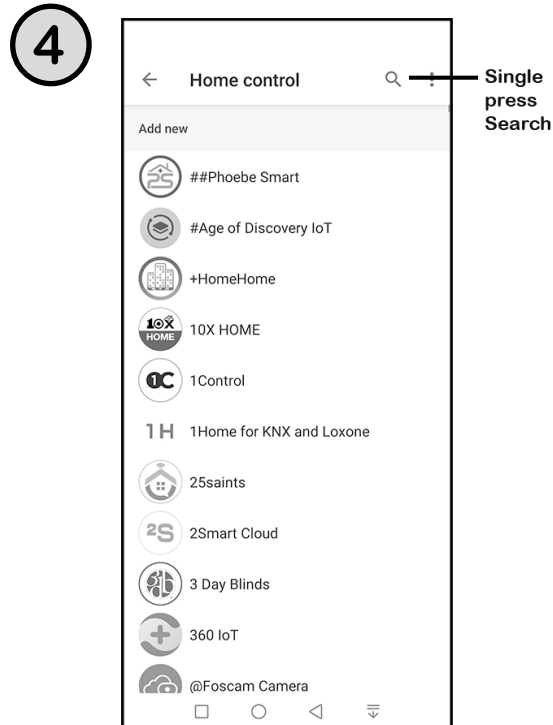
Once your fire is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.



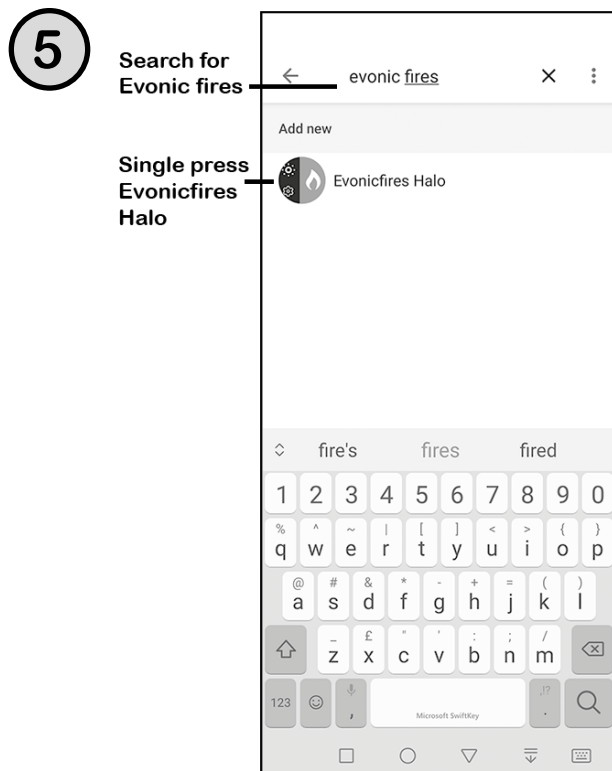
Single press Set up Device on the pop up list.



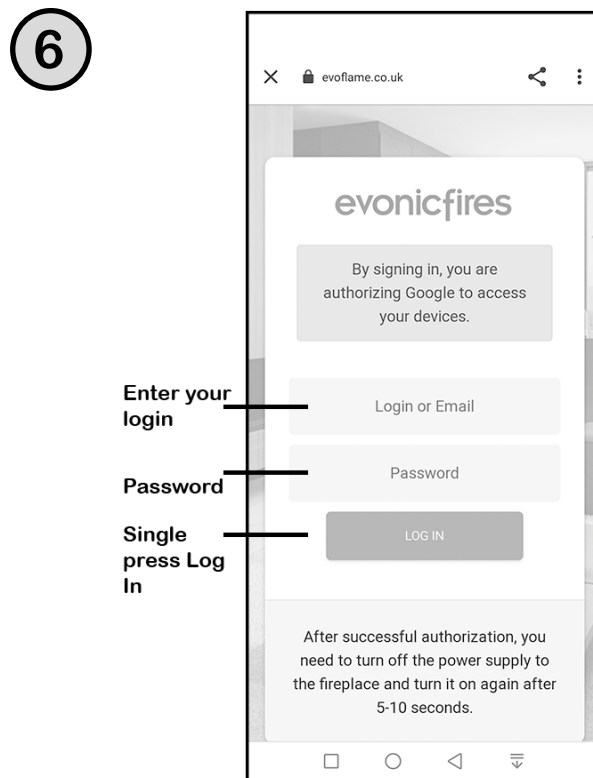
Single press Works with Google.



Single press the Search icon in the top right corner.



Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.



Once in the evoflame log in page, enter the log in details that you previously entered in the app set up process, and single press Log In. Your appliance is now paired with Google Home!

GOOGLE HOME COMMANDS

When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

Turning the appliance On and Off.

"OK Google, turn on the fire."

"OK Google, turn off the fire."

Changing the flame effect.

"OK Google, change the animation to still on the fire."

"OK Google, change the animation to breathe on the fire."

"OK Google, change the animation to spectrum on the fire."

"OK Google, change the animation to embers on the fire."

"OK Google, change the animation to odyssey on the fire."

"OK Google, change the animation to aurora on the fire."

"OK Google, change the animation to red on the fire."

"OK Google, change the animation to orange on the fire."

"OK Google, change the animation to yellow on the fire."

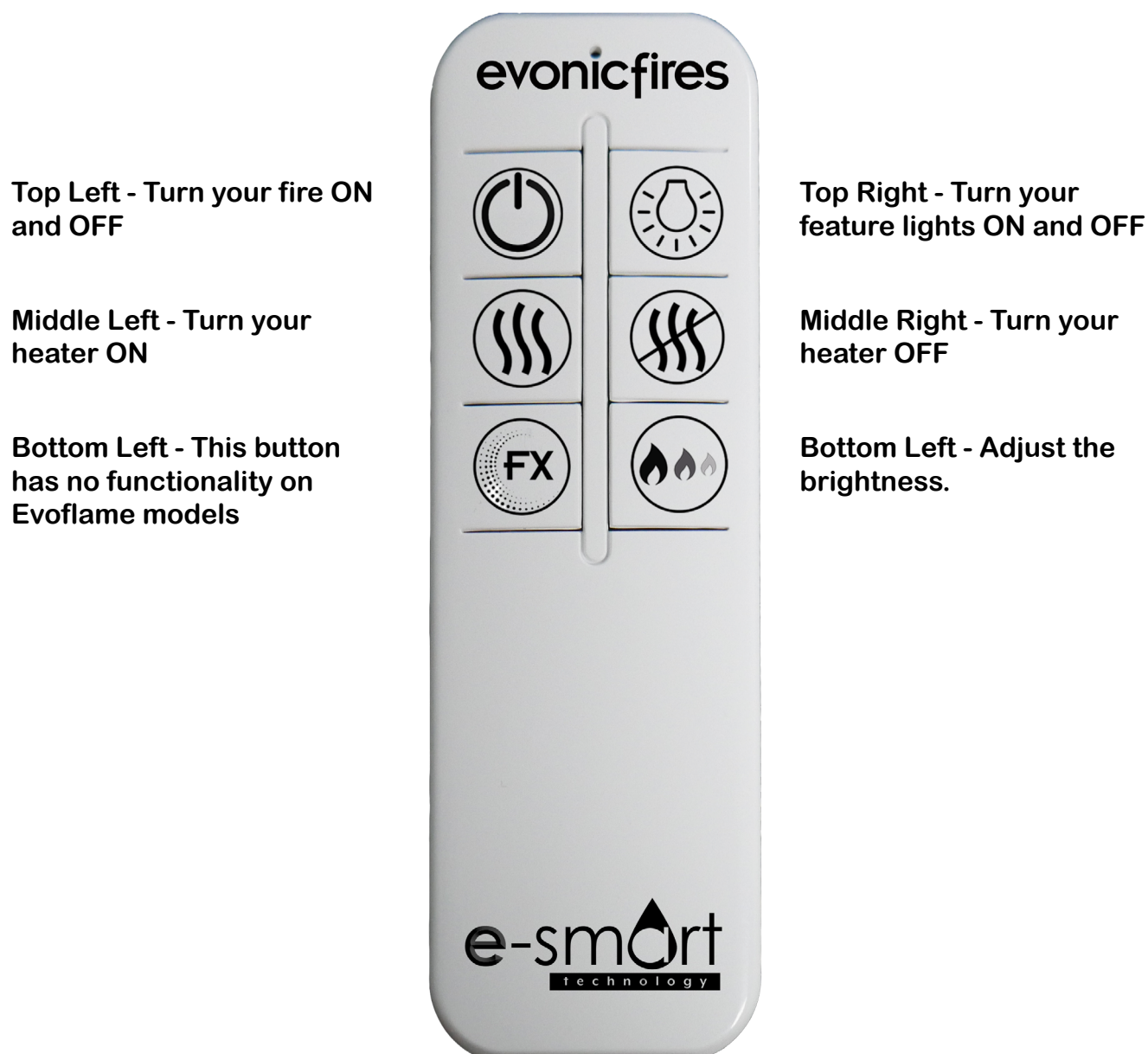
"OK Google, change the animation to green on the fire."

"OK Google, change the animation to blue on the fire."

"OK Google, change the animation to violet on the fire."

"OK Google, change the animation to white on the fire."

USING THE REMOTE



With the remote control the heater is pre-set to 28°, if you would like to adjust the temperature you need to do this through the app.

The brightness button adjusts the brightness of the fire by 0%, 25%, 50%, and 100%.

RETROFITTING THE REMOTE CONTROL

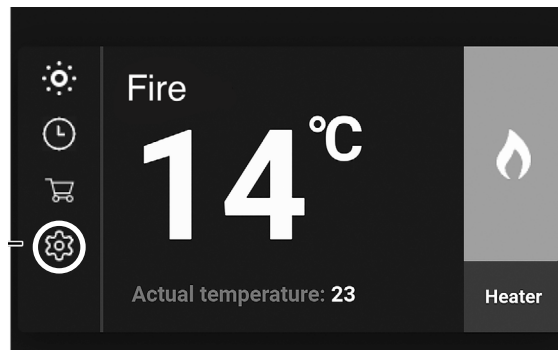
In order to retro-fit your remote, please ensure you follow these steps **BEFORE** you attempt to use the remote control system.

1



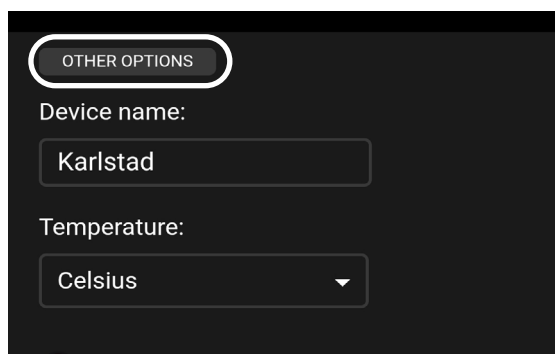
To begin the retro-fit of the remote control, press the 'update' icon on the e-smart cloud app home screen.

2



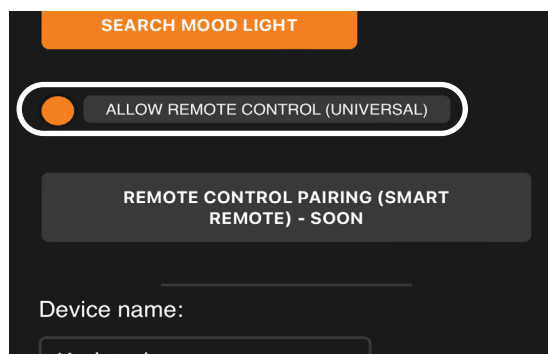
Once the fire has updated, select the settings icon on the home screen.

3



Once the settings panel is open, click 'other options'.

4



Scroll down to the section that states 'allow remote control (universal)'. Make sure this is highlighted. Press save.

5

Press save. You will then hear an audible beep to notify you of the pairing.

6

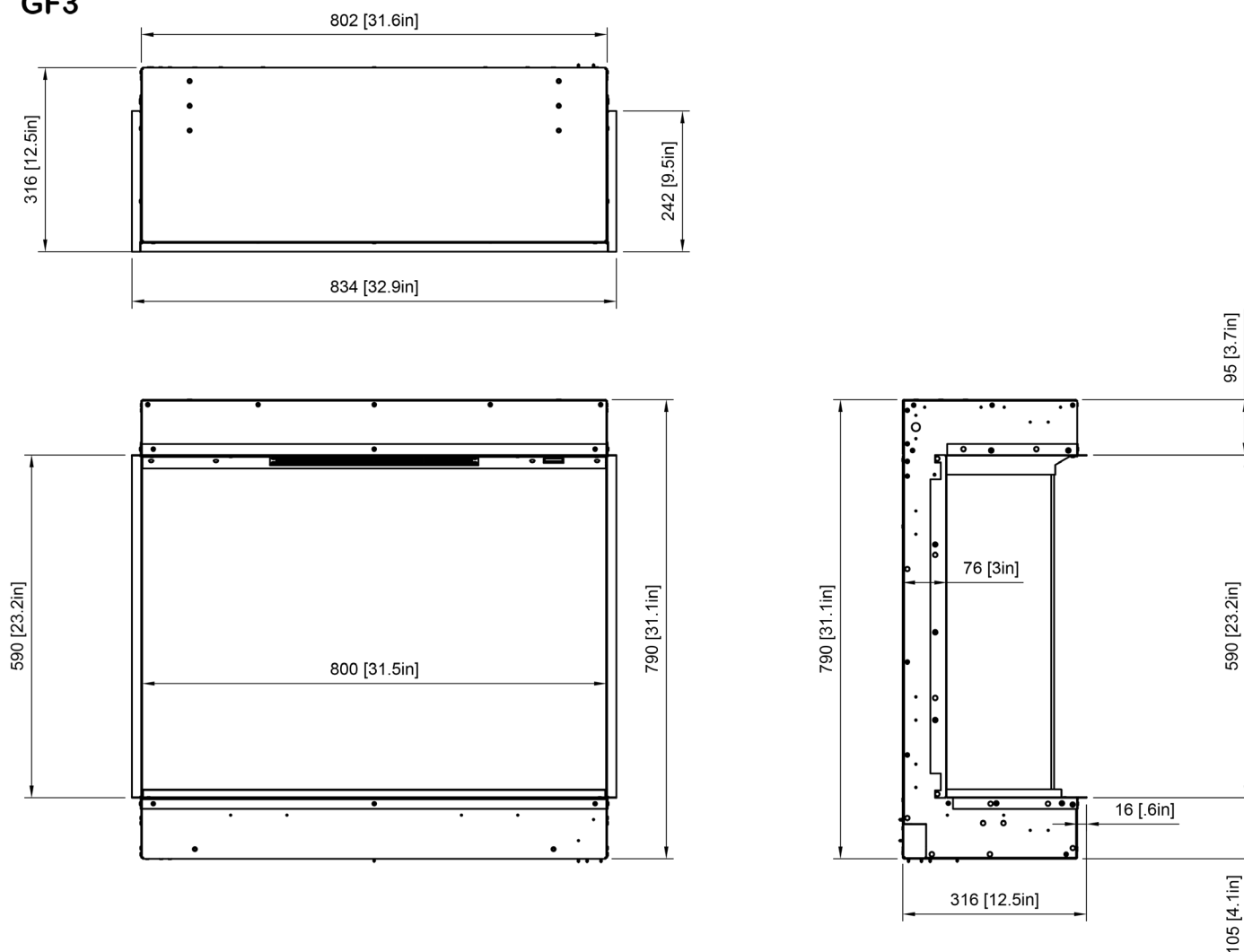
Turn your fire OFF, then back ON.

YOUR REMOTE IS NOW PAIRED AND READY TO USE

PRODUCT SPECIFICATION

E32H SPECIFICATION DRAWINGS

E32H GF3

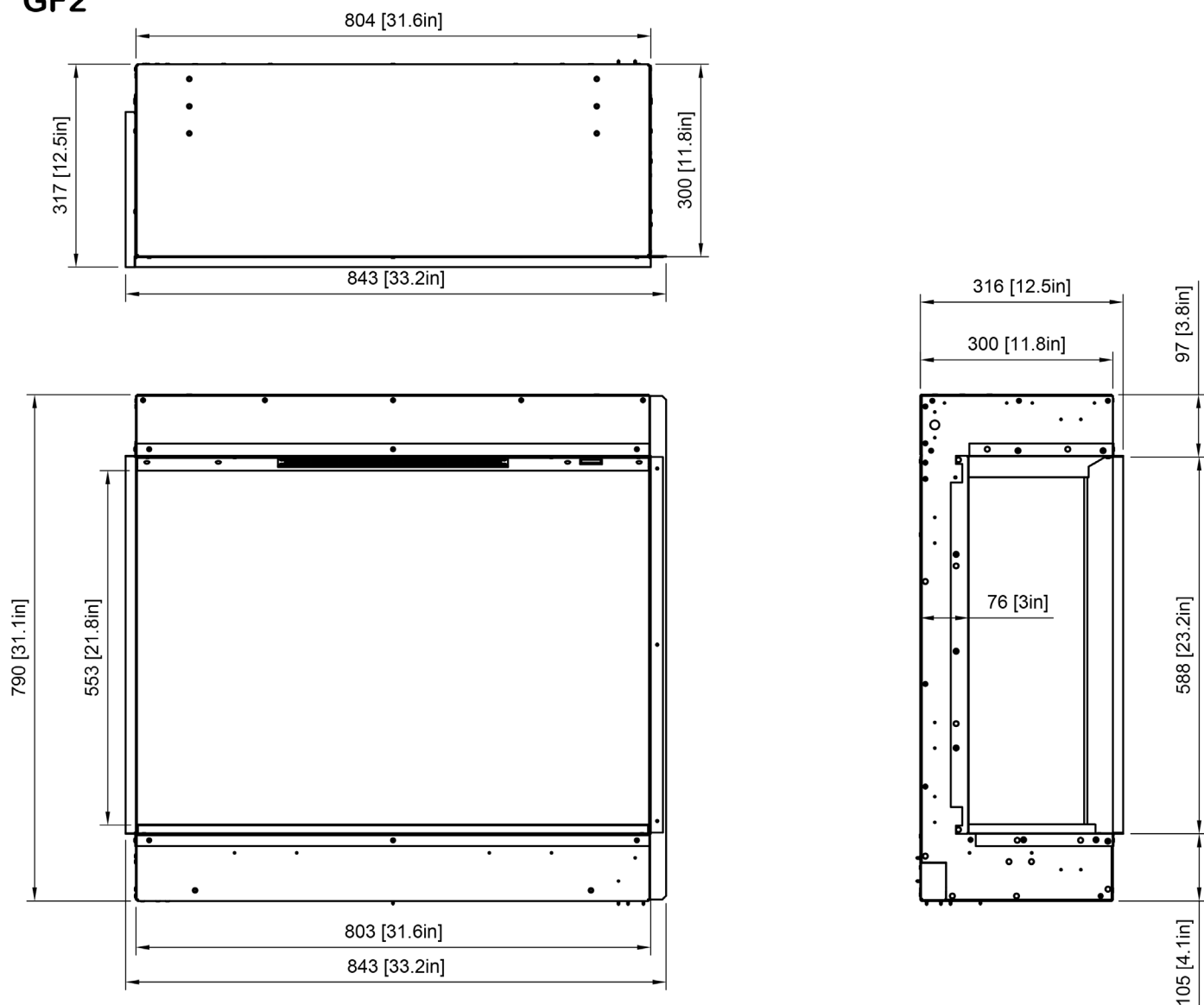


MODEL	HEIGHT	WIDTH	DEPTH
E32H	31 1/8" 790mm	31 9/16" 802mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
48kg (106lbs)	37.55kg (83lbs)

E32H

GF2

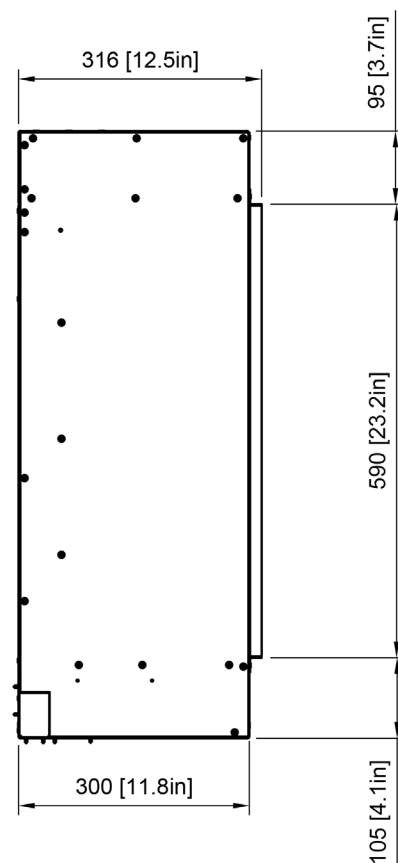
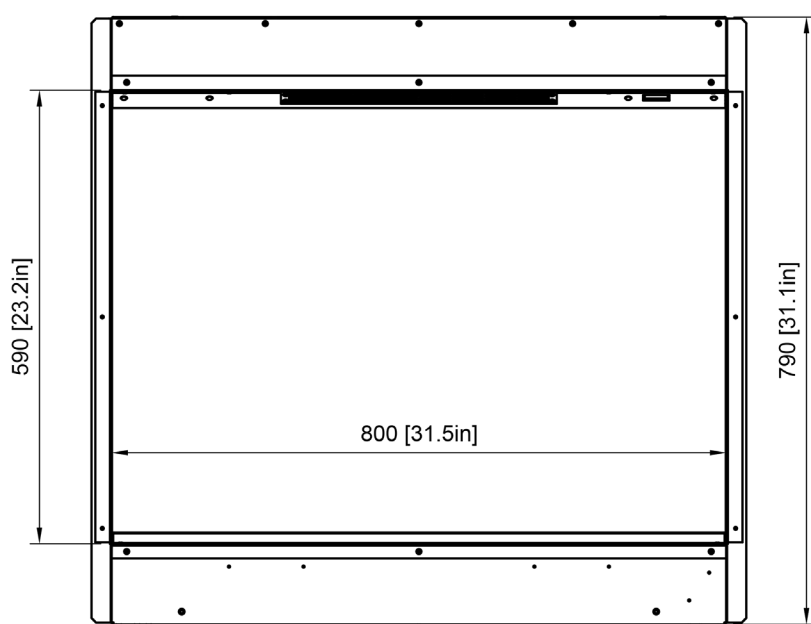
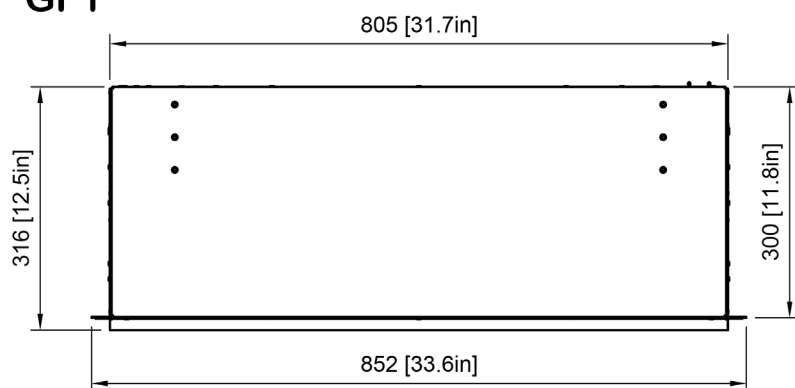


MODEL	HEIGHT	WIDTH	DEPTH
E32H	31 1/8" 790mm	31 5/8" 804mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
48kg (106lbs)	37.55kg (83lbs)

E32H

GF1

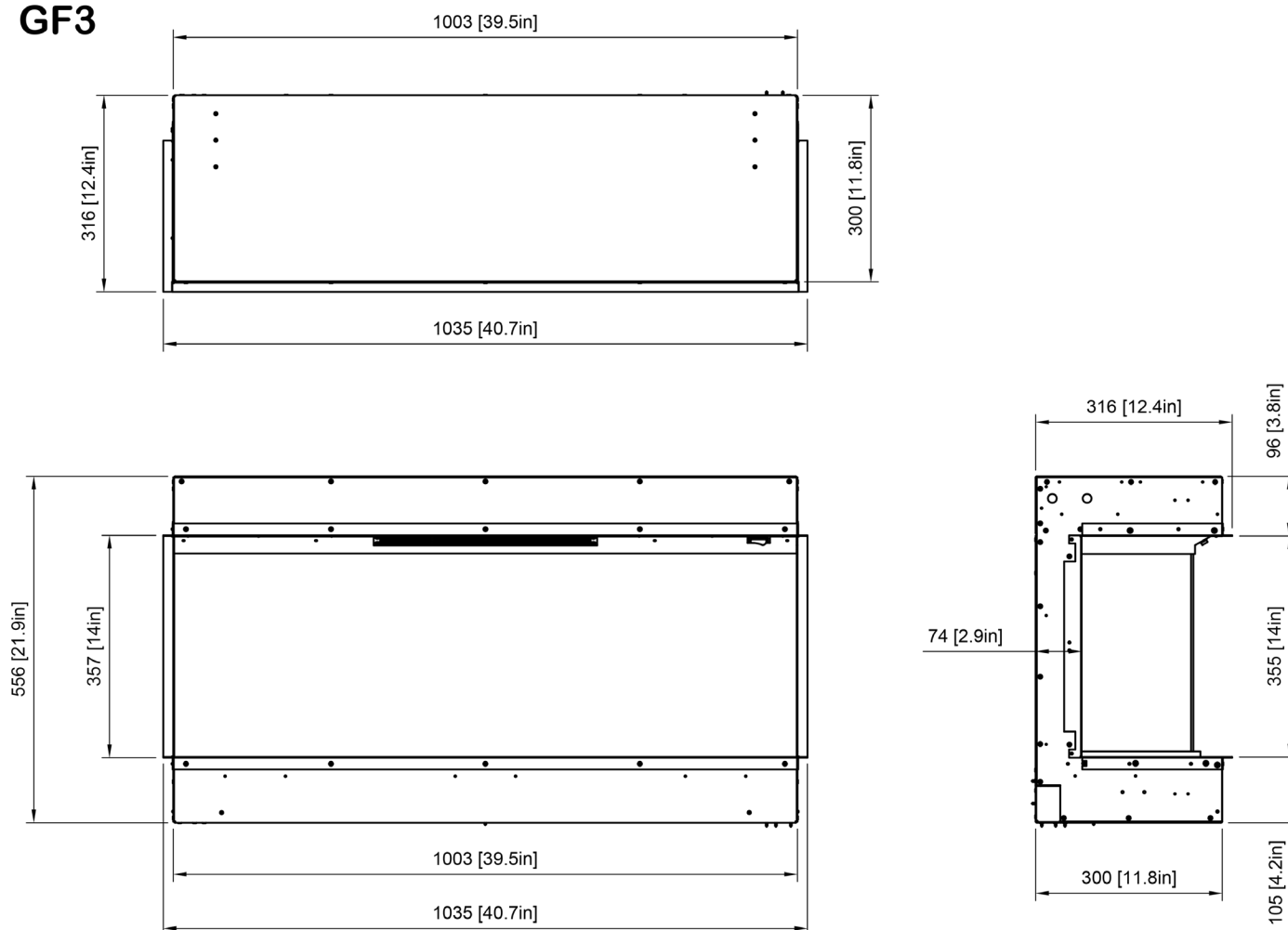


MODEL	HEIGHT	WIDTH	DEPTH
E32H	31 1/8" 790mm	31 11/16" 805mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
48kg (106lbs)	37.55kg (83lbs)

E40 SPECIFICATION DRAWINGS

E40 GF3

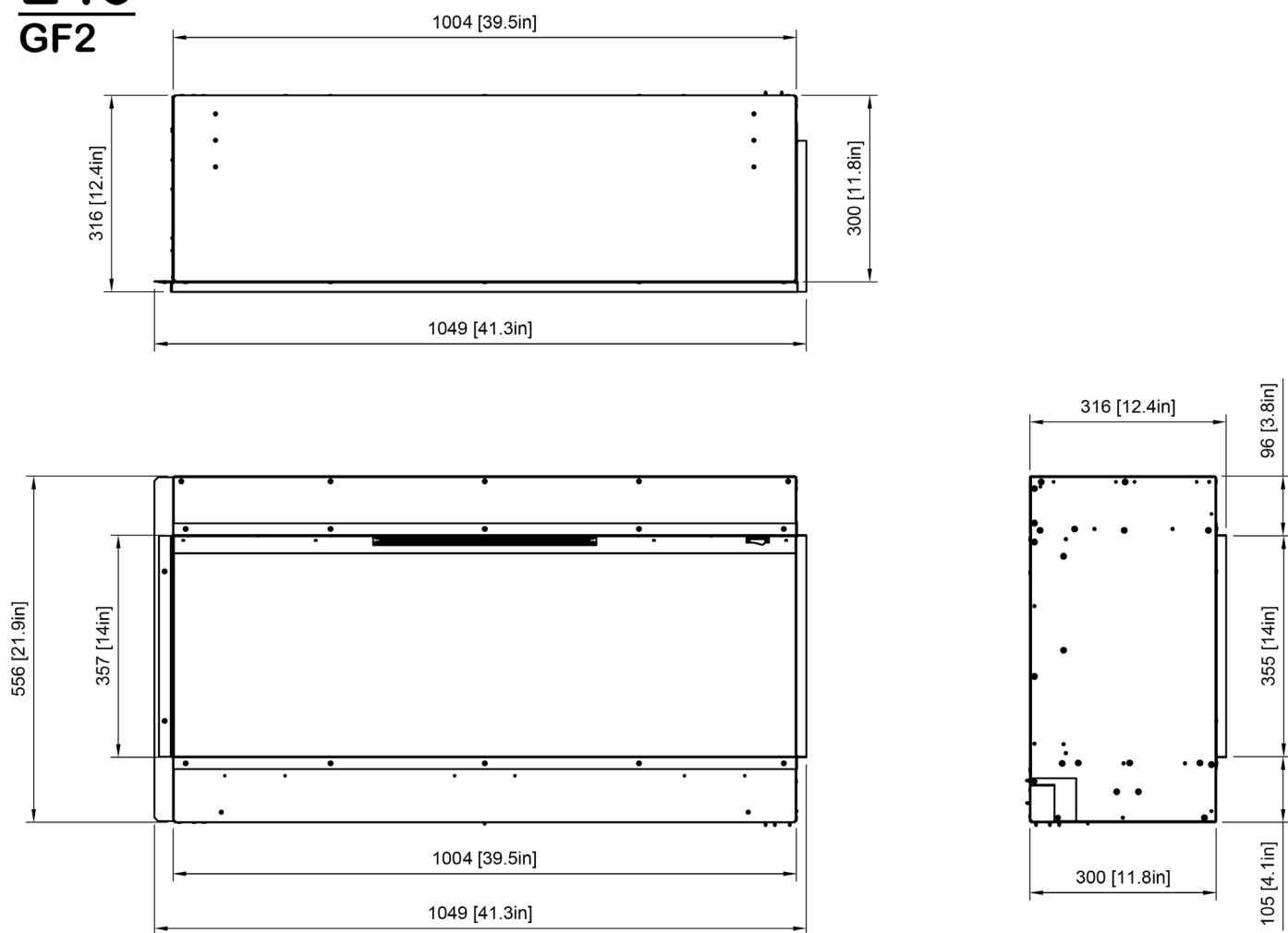


MODEL	HEIGHT	WIDTH	DEPTH
E40	21 7/8" 556mm	39 1/2" 1003mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
44kg (97lbs)	33.55kg (74lbs)

E40

GF2

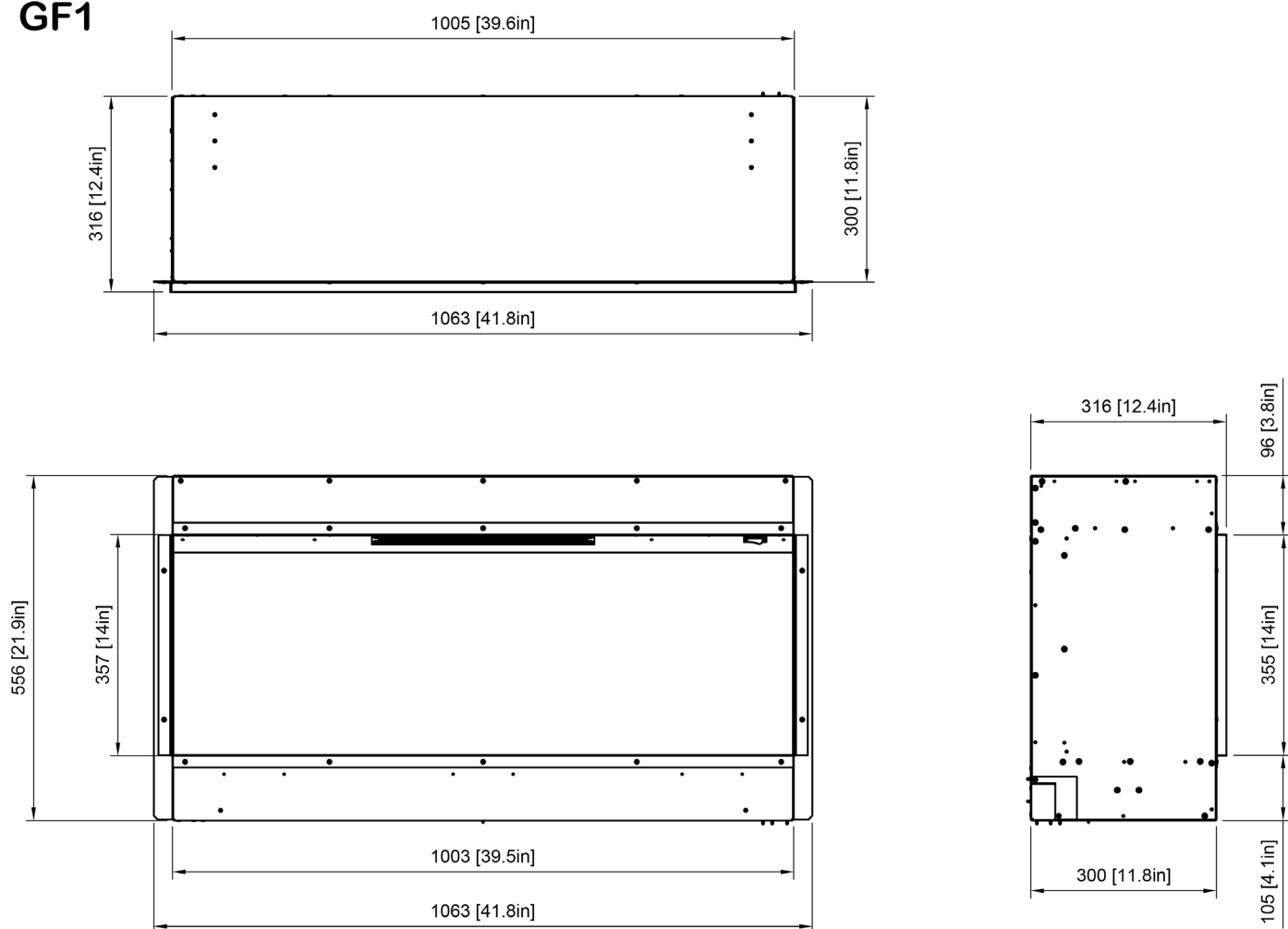


MODEL	HEIGHT	WIDTH	DEPTH
E40	21 7/8" 556mm	39 1/2" 1004mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
44kg (97lbs)	33.55kg (74lbs)

E40

GF1

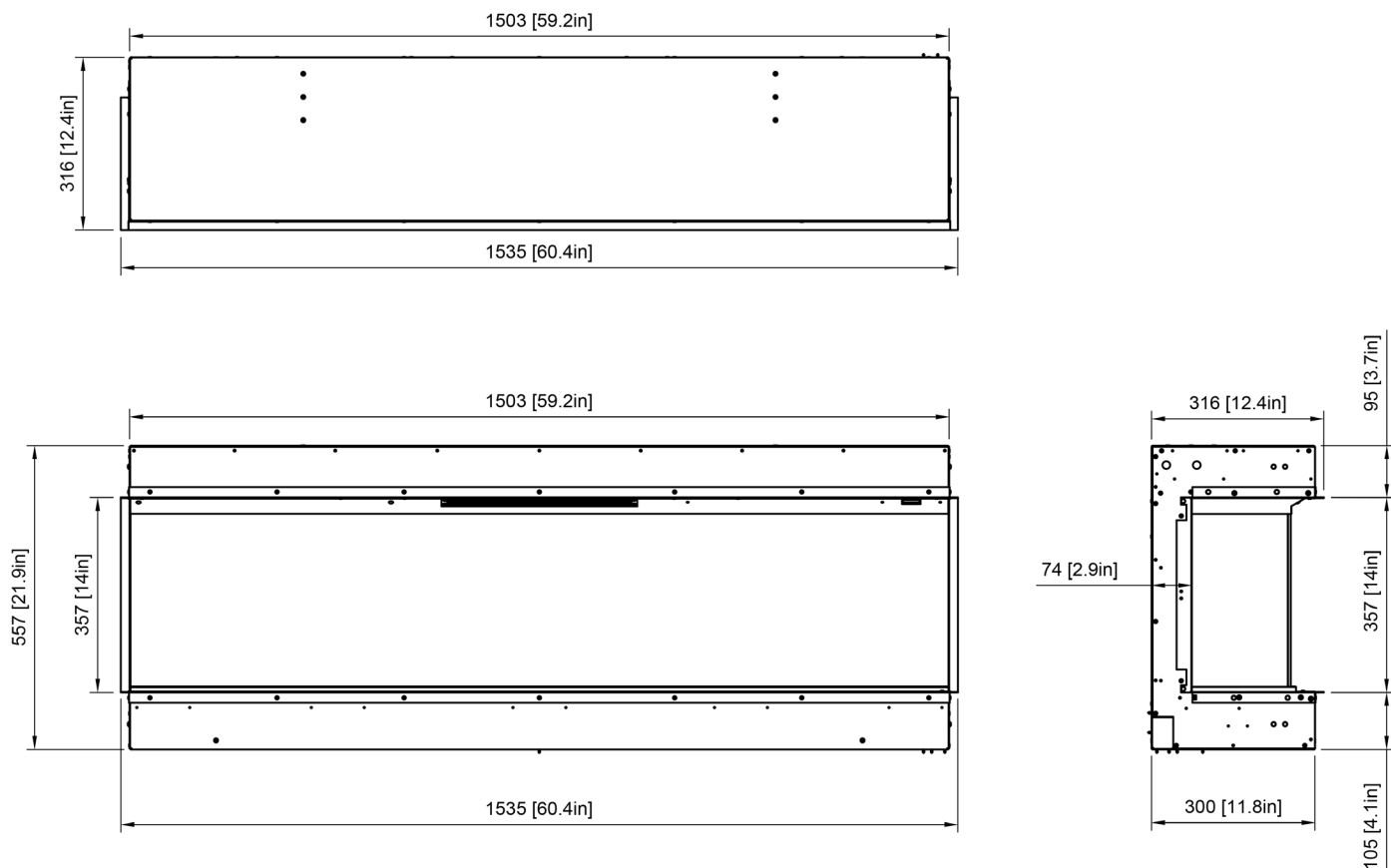


MODEL	HEIGHT	WIDTH	DEPTH
E40	21 7/8" 556mm	39 9/16" 1005mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
44kg (97lbs)	33.55kg (74lbs)

E60 SPECIFICATION DRAWINGS

E60 GF3

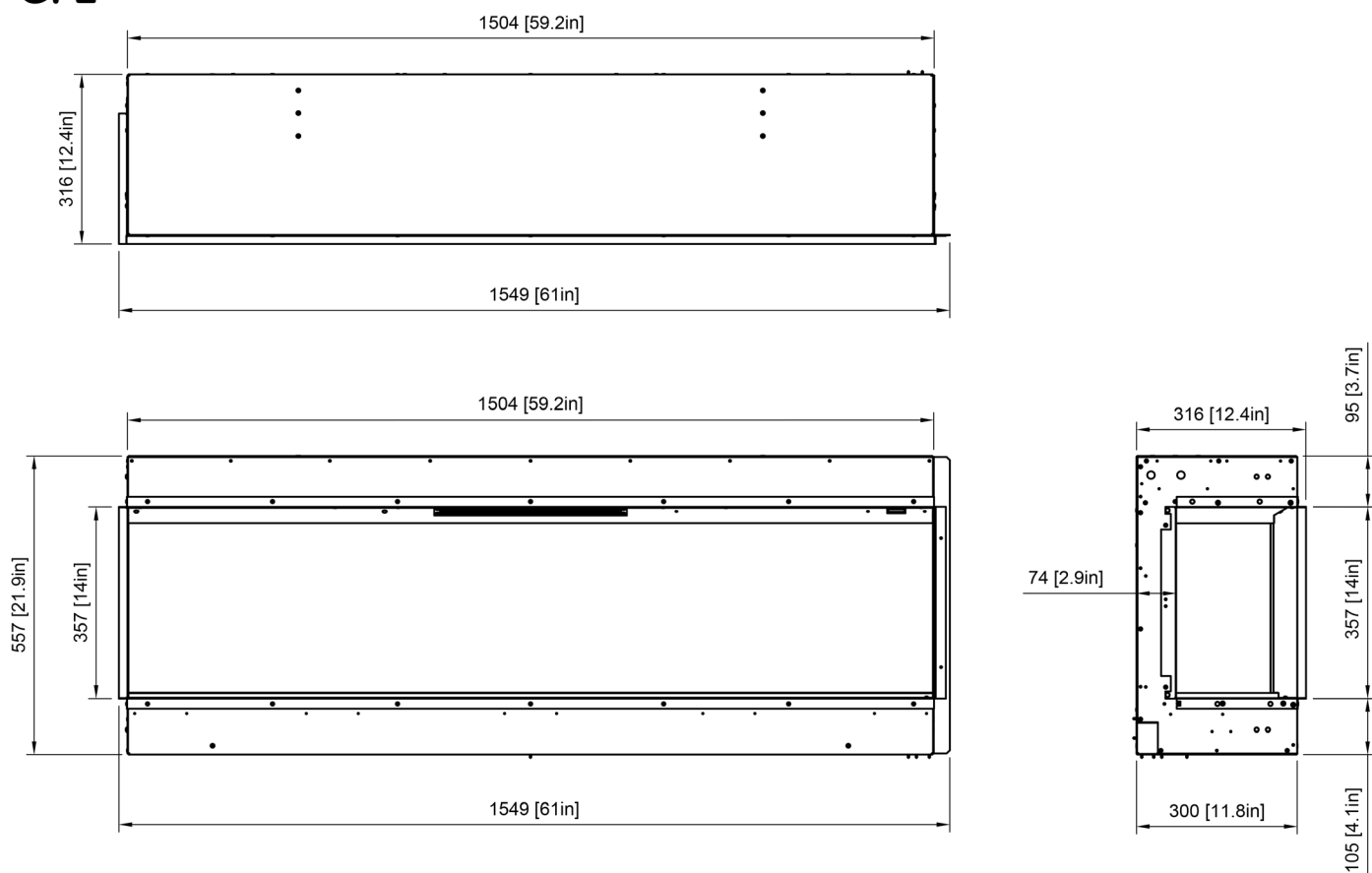


MODEL	HEIGHT	WIDTH	DEPTH
E60	21 15/16" 557mm	59 3/16" 1503mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
62kg (137lbs)	51.55kg (114lbs)

E60

GF2

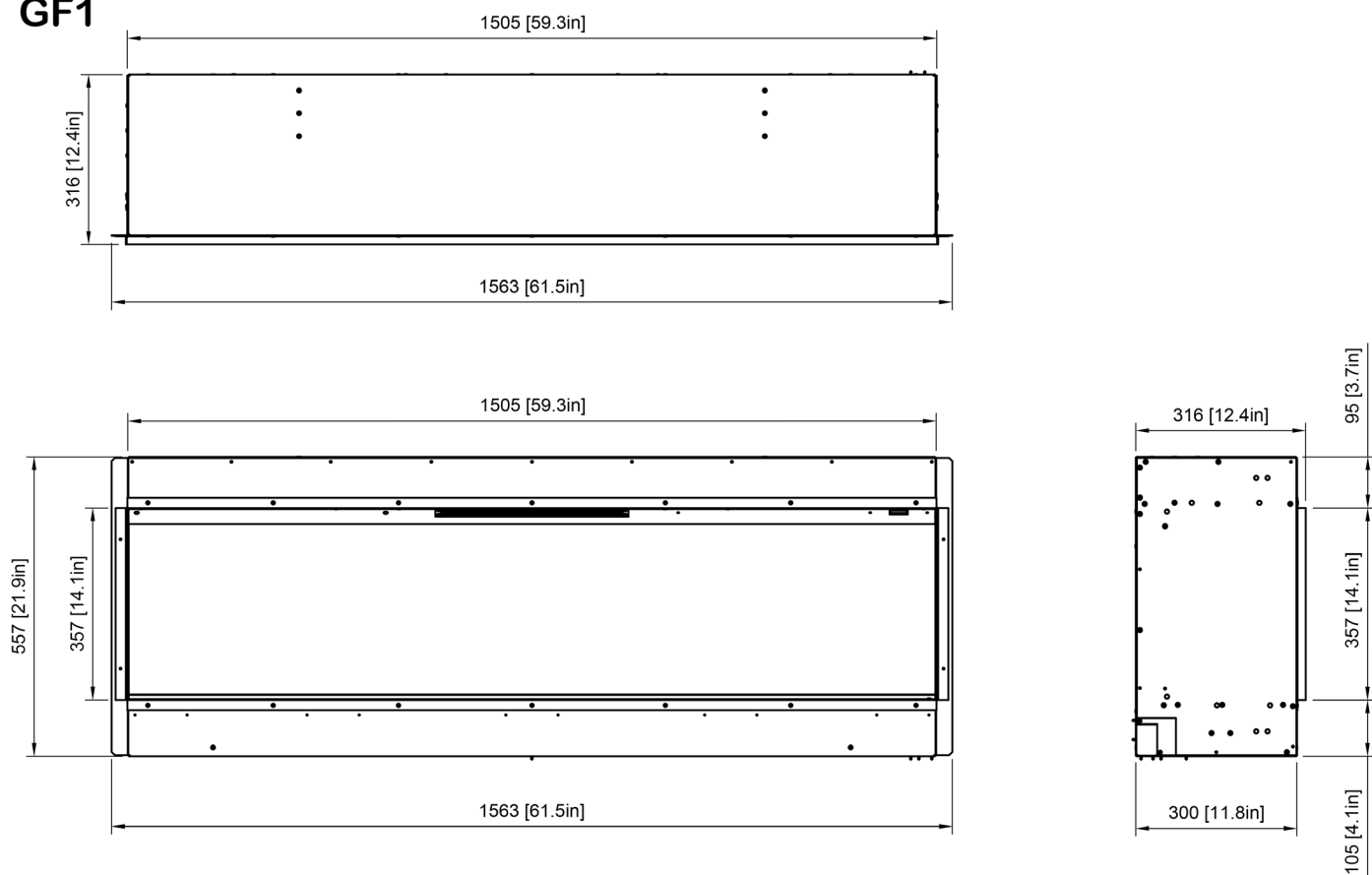


MODEL	HEIGHT	WIDTH	DEPTH
E60	21 15/16" 557mm	59 3/16" 1504mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
62kg (137lbs)	51.55kg (114lbs)

E60

GF1

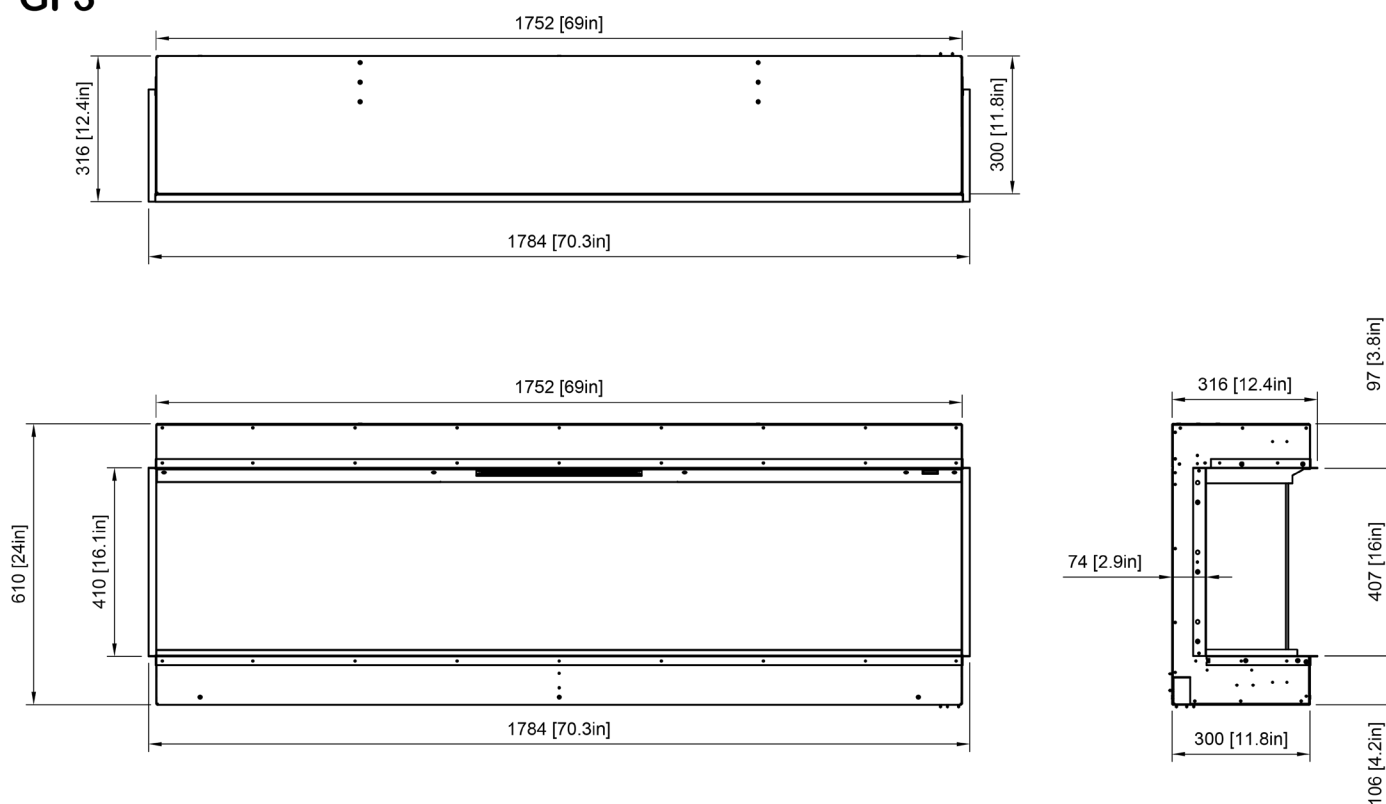


MODEL	HEIGHT	WIDTH	DEPTH
E60	21 15/16" 557mm	59 3/16" 1505mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
62kg (137lbs)	51.55kg (114lbs)

E72 SPECIFICATION DRAWINGS

E72 GF3

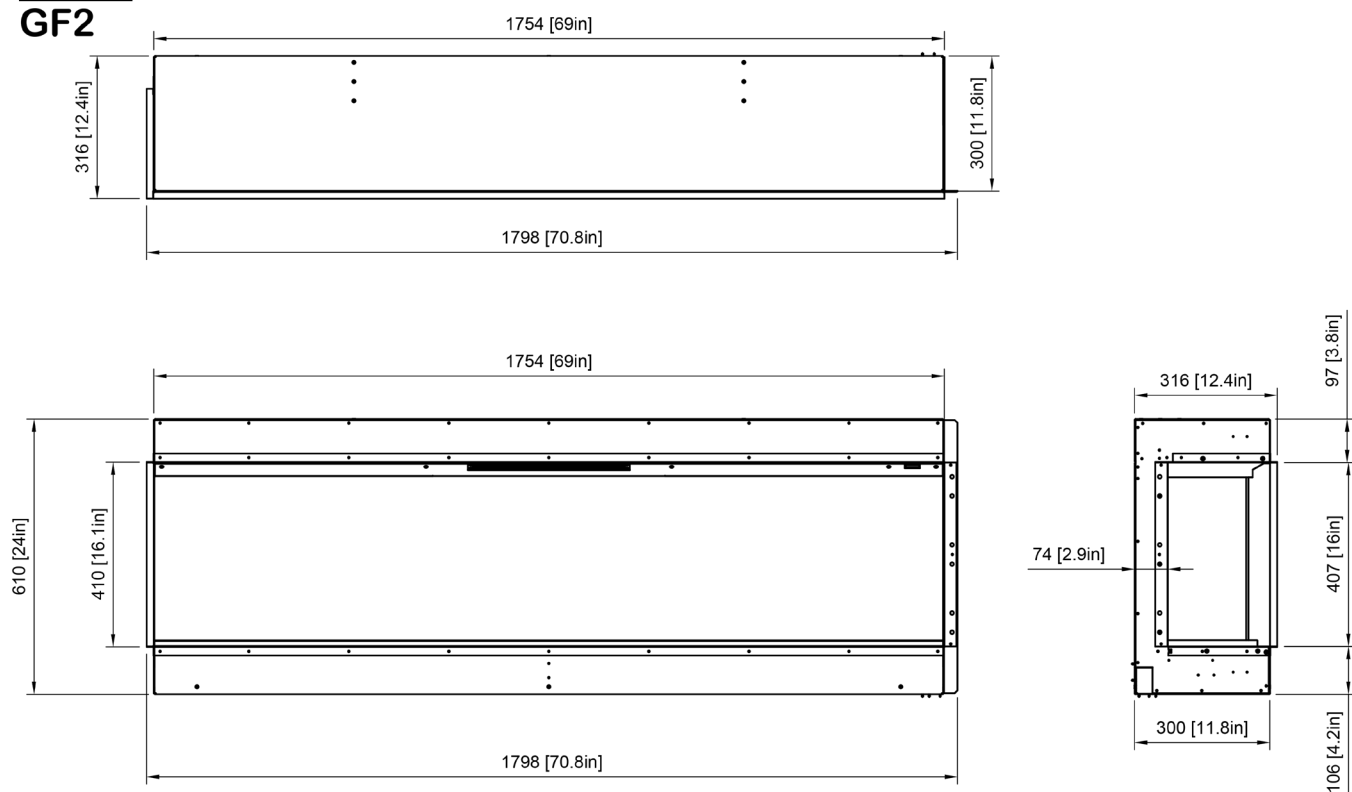


MODEL	HEIGHT	WIDTH	DEPTH
E72	24" 610mm	69" 1752mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
82kg (181lbs)	71.55kg (158lbs)

E72

GF2

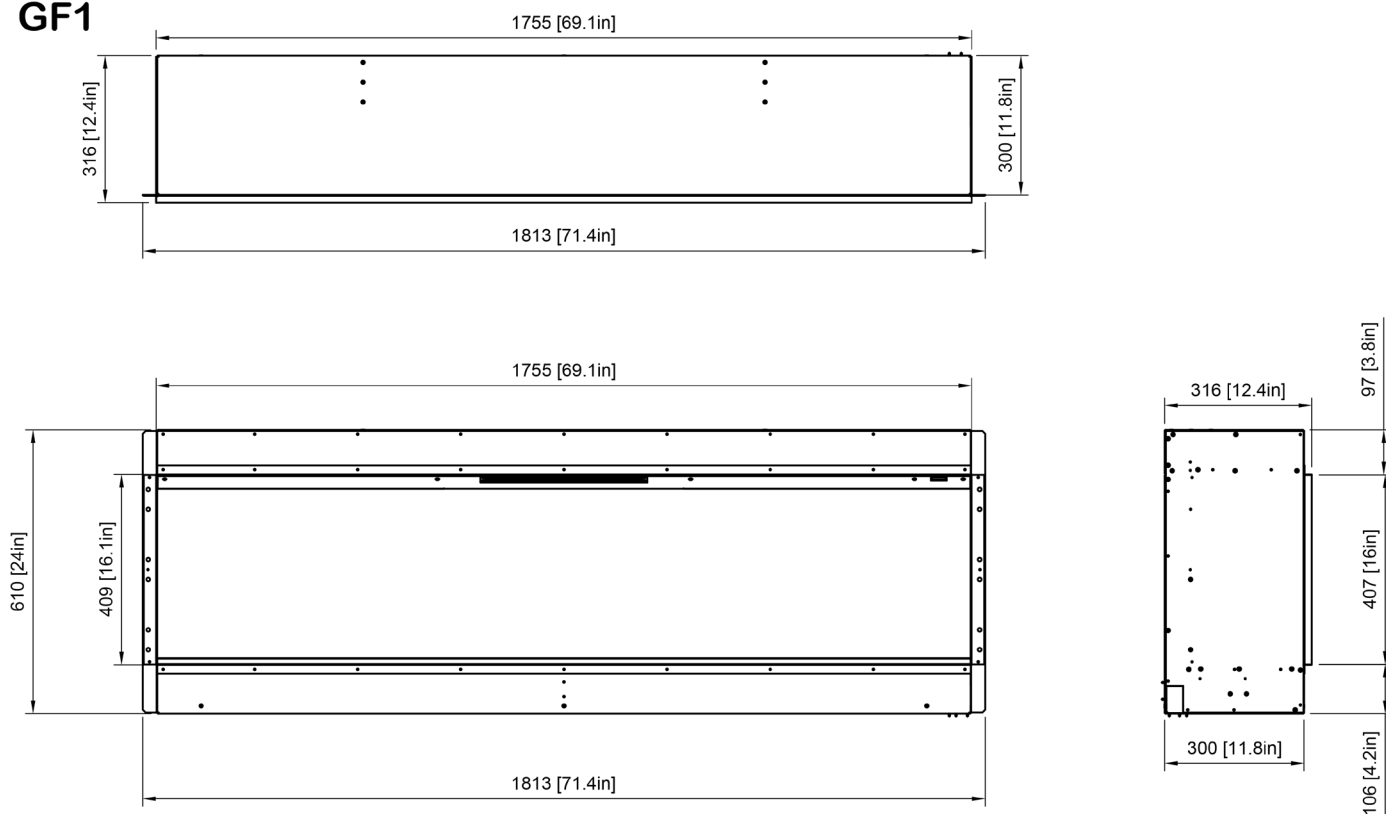


MODEL	HEIGHT	WIDTH	DEPTH
E72	24" 610mm	69 1/16" 1754mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
82kg (181lbs)	71.55kg (158lbs)

E72

GF1



MODEL	HEIGHT	WIDTH	DEPTH
E72	24" 610mm	69 1/8" 1755mm	11 13/16" 300mm

BOXED WEIGHT	UNBOXED WEIGHT
82kg (181lbs)	71.55kg (158lbs)

TROUBLESHOOTING

Troubleshooting Flow Chart

Problem	Possible Cause	Solution
1) Flames not working correctly	→ Ribbons are statically connected to glass.	→ Spray some anti-static spray beneath the tray. Please note: If this product is freshly installed, please leave running for 20 minutes so ribbons can loosen.
	→ Installation airflow restricted.	→ Check the correct clearance has been adhered to when installing— Recommended clearance is 2" (50mm)
	→ Blower clogged.	→ Fan requires cleaning out. Please see Evonic YouTube video.
	→ Slow fan.	→ Fan requires cleaning out. If problem persists, replacement fan may be required. Please see Evonic YouTube video.
	→ Fans not operating when fire is turned on.	→ PCB issue. Check connections to board and ensure they are correctly inserted.
2) Heater blowing cold	→ Possible installation gaps/Chimney not adequately blocked off.	→ Chimney may not be fully blocked. Correct clearance has not been adhered to— 2" (50mm)
	→ Fan clogged.	→ Heater fan requires cleaning out. Please see Evonic YouTube video.
	→ Faulty element.	→ Replace element. Please see Evonic YouTube video.
	→ Slow fan.	→ Check fan placement. If problem persists replacement fan may be required. Please see Evonic YouTube video.

Problem

Possible Cause

Solution

3)

Noisy Heater

Fan unbalanced.

Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required. **Please see Evonic YouTube video.**

Fan catching on housing.

Adjust fan to stop catching on the case. **Please see Evonic YouTube video.**

Fan clogged.

Fan requires cleaning out. If problem persists a replacement fan may be required. **Please see Evonic YouTube video.**

Fan has come loose.

Tighten fan cradle or screws holding fan onto fan cradle. **Please see Evonic YouTube video.**

4)

Noisy Flame Effect

Fan unbalanced.

Adjust fan to stop catching on the case. If problem persists a replacement fan unit may be required. **Please see Evonic YouTube video.**

Fan catching on housing.

Adjust fan to stop catching on the case. **Please see Evonic YouTube video.**

Fan clogged.

Fan requires cleaning out. If problem persists a replacement fan may be required. **Please see Evonic YouTube video.**

Fan has come loose.

Tighten fan cradle or screws holding fan onto fan cradle. **Please see Evonic YouTube video.**

Problem

Possible Cause

Solution

7) Heater coming on randomly

→ Timer has been accidentally set.

→ Double check timer settings.

→ Thermostat faulty.

→ Replace PCB. **Please see Evonic YouTube video.**

8)

LED streaking

→ LED dropped down.

→ LED needs to be re-stuck into place.

→ Log positioning.

→ Change log positioning to hide any direct view of LED strip.

9)

Heater cutting out

→ Build up of hot air triggering heater cut - out unit.

→ Ensure the appliance has the required clearance for air to circulate and prevent build-up. Recommended 2" (50mm)

10)

Noisy fans

→ Fan has slipped off-centre of mechanism

→ Press red button on side of fan to re-centre to stop it from catching. **Please see Evonic YouTube video.**

11)

Connectivity

→ Your router is not connecting with your fireplace.

→ Internet may be operating on 5hz frequency. Try logging onto your router configuration page and change the frequency to 2.4hz to improve range.

→ App commands are not being processed by fireplace.

→ Same as above. Also the node may need re-flashing or replacing. **Please see Evonic YouTube video.**

European Home Warranty

European Home Warranty Electric Modern Family of Products European Home warrants all Electric Modern electric fireplaces against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original retail purchase. If a defect exists, European Home will, at its option, either (1) repair the product at no charge, using new or refurbished replacement parts or (2) exchange the product with one which is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of European Home. Nothing in the above shall be deemed to imply that this warranty shall apply to work which has been abused or neglected or shows evidence of changes or modifications by others with or without permit, damages caused by the acts of God, building settlement or moving, fire or vandalism. In addition, installation of this product that varies from the requirements stated in the instruction manual will void the warranty.



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